

Volunteer Application

Name:	Date:
Phone Number:	
Email Address:	
Mailing Address:	
(street)	(city)
(state)	(zip)

Reason for Volunteering:

Have you ever been convicted of a felony/misdemeanor and if so what? _____

References:
1. _____ (name) (relationship/position) (phone #)
2. _____ (name) (relationship/position) (phone #)
3. _____ (name) (relationship/position) (phone #)

Relevant Experience (work or volunteer):

What activities are you interested in?

- Prayer Meetings/Bible Study
- Children's Group Activities
- Shift/Hotline Coverage
- Transportation
- Donation collection, pick-up, sorting
- Maintenance/ Housekeeping/ Yardwork
- Other (please specify) _____

What days/ hours are you available?

VOLUNTEER POLICY

Thank you for choosing to volunteer with our organization. We are excited to have you help in our efforts to help restore hope and rebuild lives. Volunteers like you are the soul of The Shepherd's House. Please review and sign the policies below regarding volunteering at The Shepherd's House. We believe service to our guests, and sensitivity to their rights, and needs must be paramount. Maturity, a sense of responsibility, and devotion to our guests' needs and services are expected of all TSH Volunteers.

Purpose of Volunteer Policies

The Shepherd's House (TSH) aims to provide and facilitate a pleasant, efficient, and cooperative volunteer experience. Please understand that this document only highlights TSH policies and practices and is not intended to be a contract or other legal document. TSH reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by TSH Board of Directors and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the TSH Board of Directors.

Definition of 'Volunteer'

A "volunteer" is anyone who, without compensation or expectation of compensation, performs services solely for humanitarian purposes at the direction of and on behalf of TSH. Individuals wishing to volunteer must be officially accepted and enrolled by TSH management prior to commencing volunteer services. Volunteers are not "employees" of TSH. TSH accepts the service of all volunteers with the understanding that such service is at the sole discretion of TSH. Volunteers understand and agree that TSH may at any time, for whatever reason, decide to end a volunteer's relationship with TSH. Where applicable, verification of licenses, certification, and other qualification requirements must be completed before an individual can commence volunteering at TSH. The volunteer may at any time, for whatever reason, decide to cease volunteering for TSH. Notice of such a decision should be communicated as soon as possible to the Shelter Manager at sheltermanager@shepherdshousema.org with a copy sent to the Operations Director at operations@shepherdshousema.org.

Volunteer Rights and Responsibilities

- Volunteers are a valuable resource to The Shepherds House and its guests.
- Volunteers will be provided with meaningful assignments, effective guidance, the opportunity for full involvement and participation, and recognition for their contributions.
- Volunteers will be given training at the TSH host site at which they are volunteering.
- In return, volunteers agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the TSH.

Acceptance and Appointment

Service as a Volunteer begins with an official notice of acceptance or appointment to a volunteer position. Notice may only be given by the Shelter Manager or the Operations Director. No Volunteer shall begin volunteer duties until they have been officially accepted for a position and have completed all necessary paperwork. Volunteers are expected to work for the entire length of the shift assigned. TSH cannot guarantee that walk-in Volunteers will be accepted or placed in a volunteer position.

No Discrimination/No Harassment Policy

TSH is committed to providing a work environment free of discrimination and harassment. In keeping with this policy, TSH strictly prohibits discrimination and harassment on the basis of sex (which includes discrimination and harassment based on gender, pregnancy, childbirth, or related medical conditions), as well as discrimination and harassment based on race, color, religion, age, mental or physical disability, medical condition, national origin, ancestry, marital status, veteran status, sexual orientation, family care or medical leave status, or any other legally protected characteristic. TSH's policy rests on the fundamental precept that each TSH volunteer and guest must treat all others with respect, dignity, and professionalism. Deviation from that standard will not be tolerated. Failure to maintain our no discrimination/harassment policy may result in corrective action, up to and including termination of the volunteer's relationship with TSH. Volunteers will avoid imposing their lifestyle, cultural and religious orientation upon fellow volunteers and guests.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all exclusive or privileged information to which they are exposed while serving as a Volunteer, whether this information involves Volunteers, guests, or other persons involved in overall TSH business.

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Failure to maintain confidentiality may result in corrective action, up to and including termination of the Volunteer's relationship with TSH. No information of any kind may be disclosed to persons outside TSH, unless:

- The Volunteer has been given prior written consent;
- The Volunteer is served with a subpoena or other legal process; or
- The information sought is covered by specific legal requirements for the breaking of confidentiality. Examples could include suspected child abuse or neglect, suspected elder abuse, or situations in which a guest is a danger to themselves or others. In such cases, Volunteers are expected to report any concerns to the Executive Director or a TSH Board Member, who will contact the appropriate authorities, as mandated by law.

Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of TSH or who fail to satisfactorily perform their volunteer assignment may be subject to corrective action, up to and including termination of the Volunteer's relationship with TSH. In most cases, TSH Operations Director or Shelter Manager will discuss any problems relating to a specific Volunteer prior to severing the volunteer's relationship. Possible grounds for severing the volunteer's relationship may include, but are not limited to, the following: gross misconduct or insubordination; theft of property or misuse of agency materials; harassment of guests; or other volunteers; failure to abide by agency policies and procedures; and failure to satisfactorily perform assigned duties.

Volunteer Initials Here: _____.

Volunteers under 18

Volunteers who are under the age of 18 must have the written consent of a parent or guardian prior to commencing service as a volunteer. Volunteer assignments for a minor will be performed in a non-hazardous environment and will comply with all appropriate requirements of child labor laws.

Dress Code

As representatives of the TSH, volunteers, are responsible for presenting a professional image to guests and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

Safety and Sanitation

TSH is strongly committed to the health and safety of its Volunteers, employees and guests. TSH Executive Director is responsible for creating and implementing safety plans and procedures which are posted at the host site to minimize workplace injuries. Volunteers share responsibility for alerting TSH to hazards to health and safety, and are responsible for carrying out all posted safety procedures conscientiously. Any volunteer who creates, maintains, or allows a hazard to health or safety may be subject to corrective action, up to and including termination of the volunteer's relationship with TSH.

Complaints

A Volunteer participating in any of TSH's (TSH) programs can register a complaint and seek redress in the following manner:

1. The volunteer should contact the TSH Executive Director at director@shepherdshousema.org. The complaint will be addressed by the TSH Executive Director and the Volunteer will receive a response within 48 hours.
2. If the volunteer is not satisfied with this response, he/she may contact the Board of Directors in writing stating the complaint and the volunteer's objections to the resolution provided by the TSH Executive Director. The complaint will be reviewed by the Board of Directors and the volunteer will receive a response within five business days.

Assumption of Risk

I hereby agree to accept, and I hereby assume, any and all risks and potential dangers, both known and unknown, of any and all types of personal injury, property damage or wrongful death, howsoever caused, while engaged as a Volunteer for TSH. I hereby agree to accept any and all risks, known and unknown, associated with or resulting from my participation as a Volunteer for TSH. I Verify and Affirm This Statement By

Volunteer Initials Here: _____.

Release

As consideration for the permission of TSH to allow my voluntary participation, I hereby agree that I, my assignees, heirs, distributees, guardians, and legal representatives will not make any claim against, sue, or attach the property TSH or any of their agents, officers, employees, subcontractors (independent contractors or otherwise) for any personal injury, property damage or wrongful death resulting from the negligence or other acts, howsoever caused, by any employee, officer, agent, subcontractor, or instructor (independent contractor or otherwise) of TSH as a result of my participation as a Volunteer for TSH and its related activities and events. I hereby release TSH and their agents, officers, employees, subcontractors, or instructors (independent contractors or otherwise) from all actions, claims, causes of action, or demands, known or unknown, fixed or contingent, that I, my assignees, heirs, distributees, guardians and legal representatives now have or may hereafter have for any personal injury, property damage or wrongful death resulting from my participation as a Volunteer and its related activities and events.

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Volunteer Initials Here: _____.

Knowing and Voluntary Performance

I have carefully read this Agreement and fully understand its contents. I am aware this is a release of liability between TSH and I. I sign it of my own free will. I am fully aware of the legal consequences of signing this document.

Indemnity

I agree that in the event any claim for personal injury, property damage, or wrongful death shall be prosecuted against TSH, their agents, officers, employees, subcontractors, or instructors (independent or otherwise), I, my assignees, heirs, distributees, guardians, and legal representatives shall indemnify and hold harmless TSH, their agents, officers, employees, subcontractors, or instructors (independent or otherwise) from any and all claims or causes of action by whomever or wherever made or presented for personal injuries, property damage, or wrongful death.

I HAVE CAREFULLY READ THIS AGREEMENT, WAIVER, AND RELEASE AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY BETWEEN TSH and I. I SIGN IT OF MY OWN FREE WILL.

Volunteer Name: _____

Signature: _____

Confidentiality Agreement for staff, volunteers and service providers

The Shepherds House is a residential homeless shelter organized for people in need of shelter and hospitality. It is absolutely essential that the information of these clients and The Shepherds information, of any kind, be kept confidential and private. Confidential remains at all times both during and after our clients visit. Also understand we are here to help these clients get back on their feet and be a more productive part of society through our established 90-day program. We are not here to spread, listen and share other clients or staff member's personal information and/or gossip. Confidentiality helps protect The Shepherds House, staff, volunteers, and its clients.

By signing this confidentiality agreement, you agree to keep all information about the shelter, staff, volunteers, and clients of the shelter strictly confidential. You understand, and are hereby given notice, that any break of this confidentiality agreement could result in immediate termination of your employment or volunteer service.

This, the _____ day of _____, 20__.

Individual

Executive Director