

What activities are you interested in?

- Prayer Meetings/Bible Study
 - Group or Individualized Mental Health Support (please provide proof of your credentials)
 - Group or Individualized Addiction Recovery Support (please provide proof of your credentials)
 - Children's Group Activities
 - Receptionist and Administrative Duties
 - 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 join us in fulfilling our mission and vision.

Please review and sign the policies below regarding volunteering at The Shepherd's House and Helping Hands, hereafter referred to as The Agency. 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 The Agency Volunteers.

Purpose of Volunteer Policies

The Agency aims to provide and facilitate a pleasant and fulfilling volunteer experience. Please understand that this document only highlights agency policies and practices and is not intended to be a contract or other legal document. The agency 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 the agency Board of Directors and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by The Agency 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 The Agency. Individuals wishing to volunteer must be officially accepted and enrolled by agency management prior to commencing volunteer services. Volunteers are not "employees" of The Agency. The Agency accepts the service of all volunteers with the understanding that such service is at the sole discretion of The Agency. Volunteers understand and agree that The Agency may at any time, for whatever reason, decide to end a volunteer's relationship with The Agency. Where applicable, verification of licenses, certification, and other qualification requirements must be completed before an individual can commence volunteering at The Agency. The volunteer may at any time, for whatever reason, decide to cease volunteering for The Agency. Notice of such a decision should be communicated as soon as possible to the Shepherd's House at sheltermanager@shepherdshousema.org or Helping Hands at blanca@helpinghandsofsurry.org as is relevant to the agency for which the volunteer has performed service.

Volunteer Rights and Responsibilities

- Volunteers are a valuable resource to The Agency and its clients.
- 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 Agency 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 Agency.

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 Helping Hands 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. The Agency cannot guarantee that walk-in Volunteers will be accepted or placed in a volunteer position.

No Discrimination/No Harassment Policy

The Agency is committed to providing a work environment free of discrimination and harassment. In keeping with this policy, The Agency 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. The Agency's policy rests on the fundamental precept that each volunteer and client 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 The Agency. Volunteers will avoid imposing their lifestyle, cultural and religious orientation upon fellow volunteers and guests.

Abuse and Molestation Definition and Agency Policy

Sexual abuse and molestation include any conduct or activity leading to, or resulting in, sexual arousal or gratification of one, or all, of the parties involved. It includes, but is not limited to, inappropriate touching, inappropriate physical contact, titillating or romantic conversations.

It is the expressed policy of The Agency that staff and volunteers shall not engage in sexually oriented activity, including sexual conversations with clients, nor allow such conduct to exist between the clients themselves. Staff and volunteers shall not develop sexual or intimate social relationships with clients, or the family members of clients, during and following services provided to such clients and their families by the agency. Staff and volunteers shall not engage in nonerotic activities for which the true intended result is sexual arousal or gratification.

Any person associated with The Agency who violates this policy will be discharged, reported to the proper authorities and prosecuted to the fullest extent of the law. Sexual abuse, molestation and misconduct are crimes. As mandated reporters, any person associated with this agency who fails to report such activity will be discharged, reported to the proper authorities and prosecuted to the fullest extent of the law.

Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of The Agency 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 The Agency. In most cases, The Agency representative appointing a volunteer for service 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 Agency, 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

The Agency is strongly committed to the health and safety of its Volunteers, employees and guests. The Agency 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 The Agency 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 The Agency.

Complaints

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

1. The volunteer should contact the Executive Director at director@shepherdshousema.org. The complaint will be addressed by the 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 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 The Agency. I hereby agree to accept any and all risks, known and unknown, associated with or resulting from my participation as a Volunteer for The Agency. I Verify and Affirm This Statement By

Volunteer Initials Here: _____.

Release

As consideration for the permission of The Agency 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 The Agency 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 The Agency as a result of my participation as a Volunteer for The Agency and its related activities and events. I hereby release The Agency 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.

Volunteer Initials Here: _____.

Indemnity

I agree that in the event any claim for personal injury, property damage, or wrongful death shall be prosecuted against The Agency, their agents, officers, employees, subcontractors, or instructors (independent or otherwise), I, my assignees, heirs, distributees, guardians, and legal representatives shall indemnify and hold harmless The Agency, 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.

Volunteer Initials Here: _____.

Confidentiality Agreement

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 business of The Agency. Failure to maintain confidentiality may result in corrective action, up to and including termination of the Volunteer's relationship with The Agency. No information of any kind may be disclosed to persons outside The Agency, 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 Board Member of The Agency, who will contact the appropriate authorities, as mandated by law.



The Shepherds House is a residential homeless shelter established to serve people in need of shelter and hospitality. Helping Hands Foundation of Surry is a food bank providing resources to those in need. Medical information, client file data, and other personal and sensitive information relevant to the client's history and background shall remain confidential. Honoring confidentiality helps protect our agencies, staff, clients, and board members. By signing this agreement, you affirm that you will keep all information about the shelter, staff or clients strictly confidential. You understand, and are hereby given notice, that any break of this confidentiality agreement could result in immediate termination from your position or role.

Volunteer Initials Here: _____.

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 The Agency and I. I sign it of my own free will.

Volunteer Printed Name

Volunteer Signature

Agency Representative

This, the _____ day of _____, 20__.