



*Volunteer
Handbook*

JULY 2017

BUILD US HOPE

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Purpose of the Handbook

Volunteer Handbooks are a key foundational risk management strategy. They can help protect volunteers, clients, and Build us HOPE from unintended harm by providing guidelines for acceptable conduct. They're also a great resource for volunteers when they have questions about a policy or process they may have forgotten or missed during orientation.

Benefits of Volunteering for Build us HOPE

1. Community

- a. Fulfill service requirements for club, school, church, or probation
- b. Make new friendships and develop a sense of community
- c. Improve the quality of life for other members of the community
- d. Volunteering is a great way for family and friends to spend time together

2. Career Enhancement

- a. Opportunity to network with new people
- b. Receive professional experience and training
- c. Acquire new skills to increase your marketability in the job arena

3. Personal Growth

- a. Gain confidence
- b. Challenge yourself to achieve personal goals
- c. Unlock hidden talents and abilities

Background of Build us HOPE

Organizational History and Background

Singleton Community has been providing housing support and services for more than 15 years. We have housed and serviced more than 2500 individuals living in our community as vulnerable adults and families. Grassroots initiatives, such as Build Us H.O.P.E., are looking to create communities with a combination of private, corporate and government resources.

Build us H.O.P.E. is the outreach and development arm for Singleton Community Services. The founders have a history of advocacy on behalf of the homeless, disabled and mentally ill. We also have experience in providing housing and supportive services within this community.

Singleton Community Services, Inc. (SCS) is a 501 (c)(3) not for profit company providing resources, services and housing solutions to mentally ill, disabled, and chronically homeless individuals through a distinct housing and service related project known as Build us H.O.P.E.

Mission

The mission of Build us HOPE is to work to within the community to help those that are in greatest need of shelter and supportive services.

Organizational Structure

Board of Directors

Ester Singleton
Casey Vaughn
Joe Swaba
Ben Hyatt
Jean Rigdon

The Board of Directors and staff of Build us H.O.P.E. collectively has over 75 years of experience with the disabled and homeless population. Areas of expertise for the staff and Board of Directors include:

- Intake interview of clients for housing placement
- Case management
- Clinic Director
- Development of Supportive Services Programs
- Education in Behavior Health
- Day to Day operation of Supportive Housing facilities
- Extensive knowledge of Landlord/Tenant Laws
- Property Management

Key Staff

Elizabeth Singleton
Angel Garcia

Volunteer Information

Code of Conduct, Behavior, and Ethics

These policies are written to provide overall guidance and direction to volunteers. Build us HOPE 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 Volunteer Program Manager, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Volunteer Program Manager.

If you are volunteering for “mandatory” community services such as student community service, student internships, alternative sentencing or diversion programs, or corporate volunteer programs an agreement must be reached in writing before the volunteer begins an assignment, and it is the responsibility of the volunteer to secure this agreement with the appropriate organization. Please make sure you arrive on time and check in with the volunteer coordinator for recordkeeping purposes.

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer,

client, or other person or involves overall agency business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the agency or other corrective action.

If you are under 18 at least one of your parents or guardians must sign a release form for Build us HOPE.

Volunteers are asked to not contact organizations or individuals on behalf of Build us HOPE unless they are given express written directions to do so by key staff members. Prior to any action or statement which might significantly affect or obligate the agency, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.

You agree to hereby grant non-exclusive permission to Build us HOPE for use of any materials produced for us, including graphics materials, web page designs, narratives, research, compilations, instructional texts, etc., becomes the property of Build us HOPE upon submission. Volunteers will receive credit on the Build us HOPE Web site for these and other contributions.

Our agency accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. Volunteers agree that the agency may at any time, for whatever reason, decide to terminate the volunteer's relationship with the agency. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the agency. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

Background Checks

Purpose

To ensure we are taking appropriate steps that contribute to Build us HOPE being a safe and inclusive environment for staff, volunteers, and clients.

Policy Statement

Build us HOPE is solely authorized to conduct and oversee the background check process. We reserve the right at any time to make a volunteer position contingent upon successfully passing a background check. Background checks will be conducted using a third party and/or appropriate law enforcement agencies.

Confidentiality

Information secured for extending, maintaining, or retracting an offer of volunteer positions will be confidentially maintained by Build us HOPE.

Background Check Scope

Background checks may consist of:

1. Criminal history checks
2. Sex & violent offender registry checks
3. Motor vehicle record

Technology Policy

Objective

Build us HOPE recognizes that use of the Internet and e-mail has many benefits and can make workplace communication more efficient and effective. Therefore, volunteers are encouraged to use the Internet and e-mail systems appropriately. Unacceptable use of the Internet and e-mail can place Build us HOPE and others at risk. This policy outlines the company's guidelines for acceptable use of the Internet and e-mail.

Scope

This policy must be followed in conjunction with other Build us HOPE policies governing appropriate workplace conduct and behavior. Build us HOPE complies with all applicable federal, state and local laws, and nothing contained herein should be construed to violate any of the rights or responsibilities contained in such laws.

Use Guidelines

Build us HOPE has established the following guidelines for volunteers use of the company's technology and communications networks, including the Internet and e-mail, in an appropriate, ethical and professional manner. All technology provided by Build us HOPE, including computer systems, communications networks, company-related work records and other information stored electronically, is the property of the company and not the volunteer. In general, use of the company's technology systems and electronic communications should be job-related and not for personal convenience.

Volunteers may not use Build us HOPE's Internet, e-mail or other electronic communications to transmit, retrieve or store any communications or other content of a defamatory, discriminatory, harassing or pornographic nature. No messages with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes or sexual preference may be transmitted. Harassment of any kind is prohibited.

Disparaging, abusive, profane or offensive language; materials that might adversely or negatively reflect on Build us HOPE or be contrary to its legitimate business interests; and any illegal activities—including piracy, cracking, extortion, blackmail, copyright infringement and unauthorized access to any computers on the Internet or e-mail—are forbidden.

Copyrighted materials belonging to entities other than Build us HOPE may not be transmitted by volunteers on the company's network without permission of the copyright holder. Volunteers must respect all copyrights and may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy for reference only. Saving copyright-protected information to a network drive without permission is prohibited. Sharing the URL (uniform resource locator or "address") of an Internet site with other interested persons for business reasons is permitted.

Volunteers may not use the system in a way that disrupts its use by others. This includes sending or receiving excessive numbers of large files and "spamming" (sending e-mail to thousands of users.) To prevent contamination of Build us HOPE's technology and communications equipment and systems by harmful computer viruses, downloaded files should be checked for possible infection through a good anti-virus

program. Also, given that many browser add-on packages (called “plug-ins”) may not be compatible with other programs and may cause problems for the systems, downloading plug-ins is prohibited without prior permission from key staff.

Every volunteer of Build us HOPE is responsible for the content of all text, audio or image files that he or she places or sends over the company’s Internet and e-mail systems. No e-mail or other electronic communications may be sent that hide the identity of the sender or represent the sender as someone else. Build us HOPE’s corporate identity is attached to all outgoing e-mail communications, which should reflect corporate values and appropriate workplace language and conduct.

E-mail and other electronic communications transmitted by Build us HOPE’s equipment, systems and networks are not private or confidential, and they are the property of the company. Therefore, Build us HOPE reserves the right to examine, monitor and regulate e-mail and other electronic communications, directories, files and all other content, including Internet use, transmitted by or stored in its technology systems, onsite.

Internal and external e-mail, voice mail, and text messages are considered business records and may be subject to discovery in the event of litigation. Volunteers must be aware of this possibility when communicating electronically within and outside the company.

Build us HOPE’s Right to Monitor and Consequences for Misuse

All company-supplied technology, including computer systems, equipment and company-related work records, belongs to Build us HOPE and not to the volunteer user. Volunteers understand the company routinely monitors use patterns, and volunteers should observe appropriate workplace discretion in their use and maintenance of such company property.

Because all the computer systems and software, as well as e-mail and Internet connections, are the property of Build us HOPE, all company policies apply to their use and are in effect at all times. Any volunteer who abuses the company-provided access to e-mail, the Internet, or other electronic communications or networks, including social media, may be denied future access, and, if appropriate, be subject to disciplinary action up to and including termination.

Questions Regarding the Use of Build us HOPE’s Technology

If you have questions regarding the appropriate use of Build us HOPE’s electronic communications equipment or systems, including e-mail and the Internet, please contact the volunteer supervisor or key staff.

Volunteer Agreement

Agency Agreement

We, Singleton Community Services (Build us HOPE) agree to accept the services of _____

beginning ____ \ ____ \ 2017.

We commit to the following:

1. Provide volunteers with accurate information, training, and assistance
2. Ensure supervision and provide job assessment and feedback
3. Respect the skills and individual needs of the volunteer

Volunteer Agreement

I _____, agree to serve as a volunteer and commit to the following:

1. Perform volunteer duties to the best of my ability
2. Follow agency rules, policies, and procedures, including recordkeeping requirements and confidentiality of agency and client information
3. Meet time and duty commitments or to provide adequate notice so that alternate arrangements can be made.

Volunteer Name

Staff Representative

____ \ ____ \ 2017
Date

____ \ ____ \ 2017
Date

Emergency Contact Form

Primary contact: _____

Relationship: _____

Address: _____

Work: _____

Home: _____

Cellular: _____

Additional Information: _____

Photo Release Form

The undersigned does hereby irrevocably consent to and authorizes the use by Singleton Community Services (“SCS”), its officers and its employees, of the undersigned’s image, correspondences directed to/with SCS, voice and/or likeness as follows: SCS shall have the right to photograph, publish, re-publish, adapt, exhibit, perform, reproduce, edit, modify, make derivative works, distribute, display, or otherwise use or reuse the undersigned’s image, correspondence to/with SCS, voice and/or likeness in connection with any product or service in all markets, media, or technology now known or hereafter developed, as long as there is no intent to use the image, correspondence to/with SCS, voice and/or likeness in a disparaging manner. SCS or any of its DBA’s may exercise any of these rights itself, or through any successors, transferees, licensees, distributors, or other parties. The undersigned acknowledges receipt of good and valuable consideration in exchange for this Release, which may simply be the opportunity to represent SCS in its promotional and advertising materials as described above.

Please indicate your agreement to the foregoing by signing below

Signature

____ \ ____ \ 2017
Date

Printed Name

Address

Street City State Zip

If you are under eighteen (18) years of age, your parent or guardian must sign below:

I the undersigned represent that I am the parent/guardian of the minor who has signed the above release and that in that capacity SCS has my consent and authorization to use the name, voice, and or likeness as described above.

Parent/Guardian

Signature

____ \ ____ \ 2017
Date

Printed Name

Release Form

THIS RELEASE IS A CONTRACT WITH LEGAL CONSEQUENCES. READ IT CAREFULLY BEFORE SIGNING.

In consideration of being allowed to participate in any way in an event, program, or related activities held by Singleton Community Services

I _____

Acknowledge and fully understand that I will be participating in activities that may or may not involve risk of serious injury, permanent disability, property damage and/or death. These risks may result not only from my own actions, or negligence, but also from the action, inactions, or negligence of others. Further, there may be other risks not known to me, or not reasonably foreseeable, such as disability or death.

Assume all the foregoing risks and accept personal responsibility for any damages following any such injury, permanent disability, property damage, or death.

Release, waive, discharge, and covenant not to sue Singleton Community Services, its employees, or any of its agents, and their heirs, administrators, and executors, from demands, losses, or damages on account of injury, including death or damage of property, caused or alleged to be caused in whole or in part by the negligence of any person, or otherwise, for myself and my spouse, if any, and our heirs, successors, and assigns.

Understand that Singleton Community Services do not provide medical coverage to a participant if injured while participating in any event, program, or related activity. Any medical costs incurred as a result of participation in an event, program, or related activity put on by Singleton Community Services will be my financial responsibility.

ACKNOWLEDGE THAT I HAVE READ THE ABOVE WAIVER AND RELEASE, UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT, AND SIGN IT VOLUNTARILY.

Participants PRINTED name

Mailing Address City State Zip

Work Phone Number

Home Phone Number/Cell

I verify that the above information is true and correct.

Signature

____ \ ____ \ 2017
Date

Printed Name

Parent/Guardian Signature (if participant is under 18 years old)

____ \ ____ \ 2017
Date