



VOLUNTEER GUIDEBOOK

The Core Value of the Community Center of Hope: EVERYONE is treated with respect and dignity.

The mission of the Community Center of Hope is fulfilled by the active participation of community members. Community Center of Hope (CCH) accepts and encourages the involvement of volunteers for all programs and activities. Volunteers are an invaluable resource to CCH and we are so glad you've chosen to give back to the community by serving with us!

Volunteer Responsibilities

Confidentiality

- Volunteers must respect and maintain the confidentiality of all private client, donor and staff information.
- Volunteers who improperly disclose private information may be asked to stop volunteering at CCH.

Safety

- Safety for everyone is important to CCH.
- Please immediately report any injuries to staff.
Any on the job injuries are covered only by CCH's insurance policy.

Dress Code

- Safety First!
 - Protect your toes. Please wear closed-toe shoes (no flip-flops). Wear sandals at your own risk as cans or boxes can fall and carts can run over exposed toes.
- Dress comfortably. Layers are recommended. Jeans/t-shirts/sweatshirts are all acceptable.
 - Some tasks involve working frozen or refrigerated foods or working outside.
 - Other tasks involve more active work- moving boxes or unloading trucks.

Volunteer Time Reporting

- Please record your hours on the time log when you start and finish your time.

Volunteer Records

- Please let us know if your contact information has changed so we can keep current information on file!

Volunteer Support

Orientation

- All volunteers will receive a tour and orientation, as well as a volunteer guidebook. Please contact the Director if you have any questions on anything including logistics and the mission and vision of CCH.

Job Support

- Staff will meet with each volunteer to discuss skills and abilities to match the volunteer to specific volunteer jobs.
- Staff will answer any questions and provide all equipment needed.
- Please offer suggestions for improving programs and activities.
- Please let us know if you are uncomfortable doing any assigned tasks.

Youth Volunteers

- Volunteers under 18 years old must present a written consent of a parent or guardian prior to volunteering unless their parents/guardians are accompanying them while volunteering.

Reimbursement of Expenses

- Volunteers must ask for Director approval **before** incurring an expense.
- Volunteers may be eligible for reimbursement of expenses while volunteering for CCH.
 - Examples of these expenses include: mileage, meals, out of pocket expenses, supplies and parking.

General Policies

Purpose of Volunteer Policies

- The purpose of these policies is to provide overall guidance and direction for staff and volunteers.
- These policies are intended for internal management guidance only.
- These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement.
- CCH reserves the right to change any of these policies at any time.
- Unless specifically stated, these policies apply to all volunteers in all CCH programs.

What is a Volunteer?

- A volunteer is anyone who chooses to perform services for CCH without compensation or expectation of compensation.
- Volunteers are not employees of the institution.
- Volunteers may be reimbursed for approved expenses.

Positive Work Environment

- CCH strives to keep a positive volunteer environment. Please expect that when you come to give your time, that this will be a gossip-free and complaint-free zone. (Please note, reporting of incidents and/or contributing constructive suggestions are ALWAYS welcome!)

Zero Tolerance of Violence/Bullying

- Staff members and volunteers are expected to treat all clients, staff and volunteers with respect and dignity.
- CCH will not tolerate violence on or around its premises.
- Any incidents should be reported promptly to the Director.
- CCH believes that every staff member and volunteer has the right to work in an environment free from harassment and will not tolerate harassment based on race, color, creed, religion, national origin, gender, sexual preference or orientation, disability, age, marital status, or status with regard to public assistance.

Zero Tolerance of Harassment

- General harassment includes: unwelcome verbal or physical conduct that demeans or shows hostility or aversion toward a staff member or volunteer because of his/her status when such conduct:
 - Has the purpose or effect of creating an intimidating, hostile, or offensive work environment;
 - Has the purpose or effect of unreasonably interfering with a staff member's or volunteer's work performance;
 - Otherwise adversely affects the staff member's employment opportunities or volunteer placement; and
 - The employer knows or should know of the existence of harassment and fails to take timely and appropriate action.

(General harassment does not include negative effects a staff member or volunteer may experience as a result of actions taken by a supervisor that are within the scope of the supervisor's responsibilities and would be considered reasonable and appropriate actions.)

- Sexual harassment includes: unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:
 - Submission of such conduct is made either explicitly or implicitly a term or condition of a staff member's employment or volunteer's placement; or
 - Submission to or rejection of such conduct by a staff member or volunteer is used as the basis for employment decisions affecting the staff member or volunteer placement; or
 - Such conduct has the purpose or effect of unreasonably interfering with a staff member's or volunteer's work performance or creating an intimidating, hostile, or offensive work environment.

If a staff member or volunteer feels harassed or offended by another staff member or volunteer, a supervisory or management person, a customer/patron, or any other person whom they encounter in the course of employment or volunteer placement, regardless of gender, and does not want to deal with the problem directly, the staff member or volunteer should contact their supervisor, department head, division head, any member of CCH's management, volunteer manager, or a member of the board of directors.

Political and Civic Activities

- CCH recognizes the right of every staff member and volunteer to participate in political and civic activity.
- Political activity must be conducted on the staff member's or volunteer's own time and without the use of CCH name or materials unless specific approval has been granted by the board of directors.
- As a general rule, all political and civic activities should be conducted outside of work or volunteer assignment.
- A staff member or volunteer may not display or distribute political or civic materials on CCH property.
- CCH may lose its 501(c)3 status with the IRS if it engages in certain political activities as defined by the IRS.

Please sign that you have received an updated (2020-21) Guidebook and you agree to the volunteer guidelines.

Signature of volunteer

Date

Parent/guardian signature if volunteer is under 18)