

**Heaven – Sent Community Services and Veterans Assistance
Incorporated**

Expectations / Volunteer Policy

Purpose of Volunteer Policies

These policies are written to provide overall guidance and direction to staff and volunteers

engaged in volunteer involvement and management efforts. These policies do not constitute,

either implicitly or explicitly, a binding contractual or personnel agreement. Heaven-Sent Community Services and Veterans Assistance Incorporated (known below as Heaven-Sent) reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy.

Definition of a “Volunteer staff member is ”

A "volunteer staff member " is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of Heaven-Sent "volunteer staff member" must be officially accepted and registered by Heaven - Sent prior to performance of the task. Unless specifically stated, volunteer staff member shall not be considered as "employees" of Heaven-Sent

Liability

volunteer staff member are expected to understand the risks associated with volunteering. Further, volunteer staff member hereby waive any claims against, indemnify, and hold harmless Heaven-Sent, its respective officers, directors, employees, sponsors, representatives and volunteers from any and all liability, including attorney fees that may result from illness, personal injury, property damage, or wrong doing resulting from involvement with Heaven-Sent volunteer staff member program.

Discrimination

Heaven-Sent is committed to a policy of fair representation and will not discriminate on the basis of race, ethnicity, disability, gender, color, religion, sexual orientation, geography, or age. Heaven-Sent will follow this policy in selection of volunteers hand book. Volunteer Staff Member are expected to adhere to these same standards in the course of their duties.

Service at the Discretion of the Organization

Heaven-Sent accepts the service of all volunteers with the understanding that such service is at the sole discretion of the organization. Volunteer staff member agree that Heaven-Sent may at any time, for whatever reason, decide to terminate the volunteer's relationship if for any reason the Volunteer Staff Member mission doesn't Aline with the mission of Heaven-Sent. Notice of such a decision should be communicated as soon as possible to the volunteer staff member supervisor and/or the Volunteer Staff Member Coordinator.

Representing Heaven-Sent

Volunteer Staff Member are asked to not contact organizations or individuals on behalf of the Heaven-Sent unless a staff person gives them express direction to do so. Prior to any action or statement that may significantly affect or obligate Heaven-Sent, volunteer staff member 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 contracts, resources, finances, or other obligations. Volunteer staff member are authorized to act as representatives of Heaven-Sent as specifically indicated within their job descriptions and only to the extent of such written specifications.

Screening/Background Checks

Volunteer Staff Member who wish to work in certain areas or capacities will be required to submit to proof of identification and / or a background check prior to becoming a Volunteer Staff Member of Heaven-Sent.

Confidentiality

Volunteer Staff Member are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a Volunteer Staff Member, whether this information involves a single staff, Volunteer Staff Member, client, other person, or Heaven-Sent business. Failure to maintain confidentiality may result in termination of the Volunteer Staff Member relationship with Heaven-Sent.

Contacting Other Volunteer Staff Member

Occasionally, Volunteer Staff Member will need to contact other volunteers with regard to their activities with Heaven-Sent. We expect all such communications among Volunteer Staff Member to follow standard professional practice. Other than phone numbers or email addresses, the Heaven – Sent staff will not share contact or release other personal information about a Volunteer Staff Member with another Volunteer Staff Member without the express consent of all parties involved.

Non-Compliance/Dismissal

Understand that failure to adhere to any part of this code may result in suspension from our volunteer duties and/or termination of our volunteer relationship with Heaven-Sent. No Volunteer Staff Member will be terminated until the Volunteer Staff Member has had an opportunity to discuss the reasons for possible dismissal with supervisory staff.

The Volunteer Staff Member will conduct themselves in a respectful manner, exhibit good conduct, and be a positive role model.

The Volunteer Staff Member will display respect and courtesy for other employees, Volunteer Staff Member , program participants, visitors, clients and property.

The Volunteer Staff Member will provide a safe environment by not harming anyone in any way, whether through discrimination, sexual harassment, physical force, verbal or mental abuse, neglect, or other wise harmful actions.

The Volunteer Staff Member will respect the privacy of persons served by the organization and hold in confidence sensitive, private and personal information.

The Volunteer Staff Member will keep Heaven-Sent staff informed of progress, concerns and problems within the program(s) in which they participate.

The Volunteer Staff Member will work cooperatively as a team member with employees and other Volunteer Staff Member.

The Volunteer Staff Member will keep personal opinions and actions separate from those made as a representative of this organization.

The Volunteer Staff Member will avoid conduct, both on and off duty, which would jeopardize program effectiveness.

The Volunteer Staff Member will not solicit gratuities, gifts or bequests for personal or professional benefit.

The Volunteer Staff Member will not use or be under the influence of illegal drugs. If anyone is found in possession of or using illegal substances they will be asked to leave the deployment location and asked not to return for the remainder of the deployment.

The Volunteer Staff Member will not consume or be under the influence of alcohol during operational hours to be determined by the Site Coordinator.

The Volunteer Staff Member will not discriminate on the basis of race, color, religion, sex, age, national origin, marital status or disability, or sexual orientation.

The Volunteer Staff Member understands that any expenses incurred personally and reimbursement requested must be pre-approved prior to request.

I have read the Heaven-Sent Volunteer Code of Conduct and agree to abide by the statements above!!!!!!!!!!

Print Name: _____

sign: _____

witness: _____