



WELCOME!

HomeFirst staff and clients appreciate the generosity you are demonstrating by donating your time and talents to this organization. Volunteers make all the difference; with your help we can accomplish so much more in working toward ending homelessness. We thank you for your participation in HomeFirst Volunteer Services Program and hope that your own experiences will be both positive and personally rewarding.

HomeFirst encourages the teamwork of staff and volunteers so that we can offer our clients the best services possible. Volunteers contribute their unique talents, skills, and knowledge of our community to provide personalized attention to the clients, enabling the staff to concentrate on the work for which they were trained, and educate the public about our organization and its cause.

Our primary expectation is that you approach your contact with our clients with care and dignity. In return, you can expect support and direction from the staff. If you have any questions, feel free to ask the staff person supervising you.

Again, thank you for your commitment to HomeFirst, our work would not be complete without you.



Philosophy

The goals of HomeFirst are best served by the active participation of volunteers. Volunteers, and the contributions they make through volunteering, significantly enhance the spirit of HomeFirst and the quality of service we provide. They are a valuable human resource requiring and warranting support and encouragement to maintain and develop their skills and to ensure their continued involvement in our commitment to ending homelessness. Volunteers are not brought in to replace staff; rather, they contribute an irreplaceable service to this agency and our clients. They bring a synergism to our efforts that would otherwise be missing. We are committed to giving our volunteers the experience of being here, participatory in HomeFirst mission to end homelessness.

Confidentiality

Staff and volunteers convey information about their work at the agency with the utmost respect for the clients' rights to privacy and confidentiality.

Staff and volunteers are provided with confidential information on a need-to-know basis. This information is not shared within or outside of the program.

To further protect the clients' right to privacy, reports or documents prepared by volunteers require the prior written consent of management and the client, except in cases where the consent of the parent of a minor or conservator of an adult would be appropriate.

Before photographs or filming of clients are allowed, prior consent of management and specific release forms signed by the client, a family member, or a conservator, must be obtained.

All publicity concerning HomeFirst must be reviewed and approved in writing by management before they can be used or distributed.



Assignment of Tasks

All volunteers are required to be placed by the Volunteer Manager or Program Manager. A volunteer must complete an orientation or training if required by the volunteer job prior to the start of any volunteer commitment. Your supervisor will inform you if this is required for your volunteer role. To ensure the safety of volunteers and provide for a smooth operation, we will assign you tasks based on your desires, skills, availability of programs and appropriateness.

Requirements

All volunteers are required to fill out an enrollment form and sign the code of conduct. Volunteer positions are open to all, regardless of gender, race, creed, national origin, age or sexual orientation. The minimum age for all volunteers is 18; however, some opportunities will have more restrictive age requirements. If you have any questions, please contact your supervisor.

Proof that you are free from Tuberculosis is required for all positions working with food and children. This is required for volunteers of all ages. Additionally, all positions working with children require a fingerprint background check.

Check-In

Upon your arrival for your shift at HomeFirst facility, we ask that you check in at the front desk and sign in and remember to sign out at the end of your shift.

Time Sheets

Please fill out a time sheet each shift and turn in to your supervisor at the end of each month. Timesheets are collected and volunteer time tracked. Also if your company has a matching gift program, please remember to turn your hours in each month for EHC to receive the match dollars.

Attire

Based on the assigned tasks, your supervisor will identify appropriate attire. For kitchen service, please do not wear: open-toed shoes, tank tops, or shorts.

Behavior

While in any of our facilities, you are identified with HomeFirst, please conduct yourself accordingly. If work proves unsatisfactory, you may be asked to change assignments or site placement, or be dismissed as a volunteer.



Volunteer Code of Conduct

As an HomeFirst Volunteer, I will:

- Represent EHC HomeFirst with professionalism, dignity and pride, and be responsible for conducting myself with courtesy and appropriate behavior.
- Display respect and courtesy for EHC HomeFirst employees, other volunteers, guest, visitors, clients and property.
- Respect the privacy of persons served by HomeFirst and hold in confidence sensitive, private, and personal information. Remember that their stories are theirs to tell, not ours.
- Follow through and complete accepted tasks, dress in attire that follows the volunteer dress code, and be prepared for my shift.
- Sign in and out when coming in and going off duty. HomeFirst needs to keep records of all our volunteer hours.
- Report any emergencies, hazardous, or unsafe condition to an appropriate staff member.
- Keep personal opinions and actions separate from those made as a representative of this organization.



As an HomeFirst Volunteer, I will not:

- Solicit personal information, telephone numbers, or home address to clients.
- Use or be under the influence of alcohol, tobacco products, and illegal substances while in HomeFirst buildings or involved with any HomeFirst event.
- Use vulgar or inappropriate language. No sexual contact, sexually suggestive behavior or speech, or any form of sexual harassment will be tolerated
- Lend or give money to clients. Please direct donations to our administrative offices.
- Accept gifts or gratuities from HomeFirst clients or visitors for personal or professional benefit. If pressed to accept a gift, you should thank the person and state that HomeFirst policy makes it impossible to accept.
- Transport HomeFirst clients in personal vehicles.
- Try to assist a client who may be sick or has an accident. Please get a staff member to assist the client.
- Take photographs of the clients without the written permission of the client and the consent of management.
- Discriminate on the basis of race, color, religion, sex, age, sexual orientation, national origin, or disability.
- Give statements representing HomeFirst to the media.



My signature confirms that I have read and understand this Code of Conduct and that as a volunteer for HomeFirst, I agree to follow these standards. I understand that any action inconsistent with this Code of Conduct or failure to take action mandated by this Code of Conduct may result in my dismissal as a volunteer.

Volunteer's Printed Name

Volunteer's Signature

Date

Parent/Guardian Signature of approval
(If volunteer is under 18 years old)

Date