



Volunteer Standards and Guidelines

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Introduction

Helping Hands of Paulding County, Inc. (“Helping Hands”) is an inter-denominational body of believers united for the express purpose of ministering in response to the commission of our Lord Jesus Christ. Helping Hands’ mission is to provide Paulding County residents with a means of meeting basic emergency needs through effective volunteerism and charitable gifts. Volunteers contribute to Helping Hands’ overall mission by providing another layer of compassion, caring, talent, and skill to our team.

These Volunteer Standards and Guidelines (the “Standards and Guidelines”) are provided to help you better understand Helping Hands, its objectives, and what is expected of volunteers. We are proud of our team and want to do everything we can to make you a successful part of the organization. These Standards and Guidelines are subject to change by Helping Hands from time to time. When Helping Hands makes such changes, you will be notified. If you have any questions regarding the Standards and Guidelines you should contact your supervisor or the Executive Director.

NEITHER THESE STANDARDS AND GUIDELINES NOR ANY PROVISION THEREOF CONSTITUTES A CONTRACT OF EMPLOYMENT OR ANY OTHER TYPE OF CONTRACT. NOTHING CONTAINED IN THESE STANDARDS AND GUIDELINE SHALL CHANGE THE RELATIONSHIP BETWEEN HELPING HANDS AND ITS VOLUNTEERS FROM THAT OF A VOLUNTEER RELATIONSHIP.

Chapter

1

Guidelines and Procedures

The Volunteer Relationship

Your relationship with Helping Hands is that of an unpaid volunteer. This means that both you and Helping Hands have the right to terminate the volunteer assignment at any time, for any reason, with or without prior notice or cause. Thus, nothing in the Standards and Guidelines or any other Helping Hands document should be understood as creating an employment relationship of any kind, guaranteed or continued volunteer assignment, a volunteer assignment for any specific duration of time, a requirement that “cause” exist before a volunteer assignment is terminated, or any other guaranteed or continued benefits. This unpaid volunteer relationship cannot be changed by any person, statements, acts, series of events, or pattern of conduct, except by an express written employment agreement signed by the Executive Director and by you.

Equal Opportunity

It is the policy of Helping Hands that no volunteer be discriminated against on the basis of race, color, sex, religion, age, national origin, or disability, or any other basis prohibited under federal, state, or local law. Volunteers who believe that this policy has been violated – with regard to themselves or others – must report the violation to their supervisor or the Executive Director. Helping Hands prohibits retaliation against anyone who, in good faith, makes a report under this policy.

Service Descriptions

A service description for your volunteer assignment will be provided to you. When your duties and responsibilities are changed, your service description will be updated.

Types of Volunteers

Helping Hands utilizes several types of volunteers:

- **Ministry Partners** make an ongoing, long-term commitment to this ministry. Whether individuals or groups, these volunteers faithfully assist week after week.
- **Short-term Volunteers** assist in areas that require little training. The availability of these opportunities is limited and must be scheduled well in advance.
- **Interns** are students from colleges and universities who partner with Helping Hands to gain hands-on experience. Internships are individually tailored to meet the specific needs of the student.
- **Off-site Volunteers** help to meet the needs of our clients by assisting with special events and hosting donation drives. These off-site projects are a great way to involve children in volunteerism and to share our mission with your family, friends, neighbors, co-workers and church family.
- Helping Hands also works with **Community Service Workers** whose community service is court-mandated. These volunteers typically serve for a short period of time to assist with a special need or to obtain a specified number of volunteer hours.

Requirements for Volunteers

Minimum Age

Volunteers must be 18 years old. High-school student under the age of 18 may volunteer as part of a group to work on an off-site project. One volunteer who is 18 years of age or older must accompany every eight student volunteers who are under the age of 18.

Former Clients

Former Helping Hands clients are eligible for a volunteer assignment one year after the conclusion of their client status.

Background Check, Substance Screening and Verification

With the exception of off-site volunteers, all Helping Hands volunteers are required to submit to a criminal background check and an alcohol and drug screening. Applicants who refuse to undergo or fail the background check or screening will not be allowed to serve as volunteers. Additionally, Helping Hands may verify a volunteer's employment and education history, licenses, registrations, certifications, and degrees.

Procedure for Volunteering

We hope that volunteers consistently and faithfully fulfill their volunteer assignments. Thus, we encourage volunteers to prayerfully consider the time commitment required by a volunteer assignment before accepting the volunteer assignment.

Individuals

- Individual submits a written volunteer application.
- Individual interviews with the prospective supervisor and/or the Executive Director.
- Individual receives volunteer assignment and copy of the Standards and Guidelines.
- Individual signs an Acknowledgement of Receipt, Volunteer Confidentiality Agreement, Code of Ethics and Conduct, and Release and Waiver of Liability and returns the forms to Helping Hands.
- Individual reviews the Civil Rights Training Presentation, the Food Safety Training Presentation (if applicable), and attends new volunteer orientation and a tour.
- Individual begins volunteer assignment.

Groups

- Group leader contacts Helping Hands to request a volunteer assignment, providing the following information: when group is available, the number of volunteers, and the type of volunteer assignment

in which the group would like to participate.

- Group leader receives volunteer assignment and a copy of the Standards and Guidelines for each group participant.
- Group leader discusses Volunteer Standards and Guidelines with all group participants prior to the volunteer assignment.
- Each group participant signs an Acknowledgement of Receipt, Volunteer Confidentiality Agreement, Code of Ethics and Conduct, and Release and Waiver of Liability, Group leader returns the forms to Helping Hands.
- Group reviews the Civil Rights Training Presentation, the Food Safety Training Presentation (if applicable) and attends a brief orientation and tour, if time permits.
- Group begins volunteer assignment.

Chapter

2

Expectations of Volunteers

Signing In

Volunteers **must** sign in at the volunteer room before beginning volunteer assignments each day and they **must** sign out at the conclusion of their volunteer assignments each day. The information requested at sign in is necessary to maintain building security, aids in recognizing outstanding volunteer service, and helps to providing statistical information for grant proposals and funding to agencies such as the United Way.

Volunteers, including Community Service Workers, are responsible for meeting any volunteer requirements placed upon them by organizations other than Helping Hands, including any minimum hour requirements. Volunteers are also responsible for keeping accurate records of their time spent volunteering each day and are responsible for obtaining their supervisor's approval of and signature on any required documentation of such time spent volunteering, if necessary.

Absenteeism and Tardiness

Notify your supervisor as soon as possible if you will be tardy or absent so that arrangements can be made to distribute your work to other volunteers. If you find it necessary to leave before you are scheduled to do so, please inform your supervisor.

Dress and Appearance

Helping Hands expects volunteers to maintain a clean, neat, and conservative appearance in their dress and grooming. Helping Hands tee shirts and jeans are appropriate for almost all volunteer activities. During warm-season weather, volunteers may wear shorts. Please avoid wearing flip-flops, tank tops, sleeveless or strap-type tops, ripped jeans, tops that expose the midriff, low-hanging pants, short shorts, short skirts, and short dresses. Volunteers arriving improperly dressed or groomed may be sent home to change.

Workplace Violence

Helping Hands does not permit any form of workplace violence, including without limitation, acts of physical violence, intimidating behavior, coercion, verbal or physical harassment, or threats of harm against any person on Helping Hands property or while on Helping Hands business. All volunteers have an obligation to report any instances of such improper conduct or threats to their supervisor or the Executive Director. The volunteer assignment of any volunteer who violates this policy is subject to immediate termination.

Smoking

It is the policy of Helping Hands to protect the health and safety of volunteers, employees, clients, interns, and visitors. Consequently, smoking or other tobacco use is not allowed on Helping Hands property or in vehicles owned or controlled by Helping Hands or at activities hosted, promoted or sponsored by Helping Hands except where there are designated tobacco use areas.

Gifts

Please do not ask for or accept any personal gifts from vendors or clients. For the purposes of this policy, the term “gift” includes any services or merchandise of any kind, discounts on merchandise or services, and all other transfers of cash or any other item of value. The policy does not prohibit occasional receipt of genuine gifts of nominal items such as birthday and Christmas gifts so long as the value of each such individual gift does not exceed \$25.00 and the cumulative value of all gifts received by an individual volunteer during a single calendar year does not exceed \$50.00.

Conflict of Interest

All volunteers should avoid any activity, agreement, business investment or interest, or other situation which could be construed as a conflict with Helping Hands’ best interests or which give the appearance of taking money, merchandise or services from clients or vendors for personal gain.

Good judgment should prevent the possibility of a conflict of interest arising. However, if you engage in any activity or transaction which might cause a conflict between personal and Helping Hands interests, information about that potential conflict must be disclosed in advance to your supervisor or the Executive Director.

Use of Helping Hands Property

All equipment, machines, tools, or vehicles provided by Helping Hands, such as desks, lockers, file cabinets, vehicles, computer systems, computer software, diskettes, facsimile machines, electronic mail, phones, voice mail, storage areas, work areas, modems, facsimile machines, copiers and other items, are Helping Hands property and are to be used for business purposes of Helping Hands only. Any equipment, tools, or vehicles provided by Helping Hands that appears to be damaged, defective, or in need of repair should be reported to your supervisor promptly. Your supervisor can answer any questions about your responsibility for maintenance and care of equipment, tools or vehicles used during your volunteer assignment.

Volunteers must have a valid driver’s license to operate a Helping Hands owned or leased vehicle. There is a continuing obligation on your part to notify your supervisor if your driver’s license is revoked at any time throughout your volunteer assignment. Helping Hands may perform random checks with appropriate state motor vehicle departments on the status of the licenses of volunteers who use Helping Hands vehicles. Volunteer use of a Helping Hands vehicle without a valid driver’s license may result in disciplinary action up to and including termination of your volunteer assignment.

Computer, Electronic and Telephonic Systems

Passwords are designed to give employees, interns, and volunteers access to all or part of Helping Hands computer, electronic, facsimile, and/or telephone systems while maintaining the confidentiality of Helping Hands business related information. Passwords are not designed to protect the confidentiality of any personal messages or documents. Helping Hands reserves the right to enter and review all computer databases and electronic transmissions, including, but not limited to, computer, electronic, facsimile, telephone and voice mail systems at any time without prior notice.

In addition, volunteers may not use any services or equipment of Helping Hands, including e-mail, interoffice mail, telephone systems or otherwise to send any material which violates Helping Hands policies against discrimination and harassment. Nor may crude, vulgar, offensive or pornographic material be received, sent, or accessed on any computer, e-mail or other Helping Hands property.

HELPING HANDS Equipment

Locks on desks, file cabinets, lockers and vehicles are designed to protect Helping Hands property and other items and information related to Helping Hands business. They are not designed to provide privacy of any personal or private property. Helping Hands reserves the right to review or search this equipment in the ordinary course of business whenever a need arises without prior notice.

Personal Phone Calls and Mail

Volunteers are expected to keep personal phone calls to an absolute minimum in order to keep our phones free for business purposes. Likewise, volunteers are expected to receive all personal mail, facsimiles, e-mails, and the like on their personal equipment and devices and at their places of residence rather than at Helping Hands.

Personal Property

Do not bring valuables with you. Do not leave your belongings unattended even if in a locked car on Helping Hands premises. Helping Hands may also (without further notice) access equipment furnished by any person, but used in the course of performing volunteer responsibilities, e.g., personal computers, laptops, files, calendars, date books. Furthermore, Helping Hands may, under certain circumstances, search personal property of its volunteers, including but not limited to packages and purses brought on Helping Hands property.

Confidential Information

Helping Hands requires all volunteers to agree to and abide by the following policies adopted by Helping Hands regarding the protection of confidential information:

1. You agree that during your involvement with Helping Hands, and thereafter as long as necessary to assure confidentiality, any private, privileged or confidential information you receive, including but not limited to financial data (excluding tax and audited annual financial reports); personal information regarding employees, board members, interns, and volunteers; client information; and personal observations of clients shall be considered and kept as the private, privileged, and confidential information of Helping Hands.
2. Information shall not be divulged to any person, firm, corporation, or other entity except on the direct authorization of the Executive Director or its designee.
3. If you are provided with computer access by an assigned password, the computer information accessed by you is confidential and may not be shared with others. The assigned password must also be kept confidential

and shall not be divulged or given to others for their own use other than as required by Helping Hands procedures. In the event that you believe another person had access to your password, you shall immediately request a new password.

4. Upon the termination of your relationship with Helping Hands, you agree that you will continue to treat the confidential information as private, privileged, and confidential and will not release any such information to any person, firm, corporation, or other entity, by written or verbal statements or otherwise, except upon direct written authority of the Executive Director. Failure to maintain the information as private and privileged will be considered a breach of confidentiality. Helping Hands shall be entitled to an injunction by any competent court to enjoin and restrain the unauthorized disclosure of such information.

5. You agree to abide by Helping Hands' internal confidentiality procedures and protections regarding the access, dissemination, input and collection of confidential and private information with regard to data collection, Helping Hands records, Helping Hands' computer system, e-mail, the internet, facsimiles and other methods of transferring or recording information.

6. All information relating in any manner to Helping Hands participants or organization, whether prepared by you or otherwise coming into your possession, shall be the exclusive property of Helping Hands and shall be returned immediately to Helping Hands upon termination of the volunteer's relationship with Helping Hands or upon Helping Hands' request at any time.

From time to time, volunteers may be contacted by a person outside Helping Hands regarding a current or former employee, volunteer, intern or client. To protect against the disclosure of confidential information, please refer all such callers to the Executive Director.

Recordings

Volunteers are not permitted to take photographs and/or video or audio recordings (collectively "Images") while on Helping Hands premises or at Helping Hands functions or activities unless specifically requested by their supervisor to do so. If requested by Helping Hands to take Images, you shall strictly follow Helping Hands' instructions on the types of Images that you are allowed to take when given permission to do so. Those who will be photographed and/or video or audio recorded by volunteers must give their written permission to be photographed and/or recorded in any way. Additionally, volunteers are specifically prohibited from using their own personal equipment including, not limited to, cell phones and digital cameras when taking Images on behalf of Helping Hands unless specifically instructed to do so by Helping Hands.

If you are requested to take Images by Helping Hands, you hereby grant and convey to Helping Hands, without limitations, all rights, title and interest in any and all Images made by you on behalf of Helping Hands or for Helping Hands during their participation in Helping Hands projects, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

You hereby irrevocably grant and convey unto Helping Hands, without limitations, all right, title and interest in and to any and all Images taken of you during your activities with Helping Hands including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings. You consent, in advance, to Helping Hands' use of your name, photograph, voice, or likeness for all promotional purposes related to Helping Hands and its sponsors and beneficiaries and waive all rights to privacy in connection therewith.

Work Made for Hire, Assignment

In addition to the Images described in Recordings, above, you may be asked to create certain works on behalf of Helping Hands which may be copyrighted under the laws of the United States. To the extent that any such works are created, you will be considered to have created a work made for hire as defined in 17 USC Section 101, and Helping Hands shall have the sole right to the copyright. In the event that any work created by you does not qualify as a work for hire, for any reason, you agree to assign without limitations, all of your rights, title and interest in the work to Helping Hands. This includes, but is not limited to, any royalties, proceeds, or other benefits derived from such works created including photographs or recordings.

Use of Helping Hands Name

Helping Hands has worked very hard to build a recognized name and reputation. Therefore, you must obtain Helping Hands' permission before using Helping Hands' name and any photographs, recording, or videos of any Helping Hands volunteers, employees, clients, interns, visitors or other participants in any written materials, publications, websites, blogs, or other media. You must obtain permission to take any photographs, recording, or videos as described elsewhere in these Standards and Guidelines. If you receive permission to use Helping Hands' name or such photographs, recording, or videos, you must always make it clear that your content is your own, and your views do not necessarily represent the views Helping Hands. The safety of the Helping Hands volunteers, employees, clients, interns, visitors, and any minors is of particular concern.

Social Media Policy

Social media is defined as the use of technology combined with the sharing of content through social networks or platforms. Social media can include, but is not limited to, blogging, postings, chat rooms, online journals, and participation on online systems such as Facebook, Instagram, and Twitter.

Helping Hands respects the right of volunteers to participate in social media and does not discourage self-publishing or self-expression. Volunteers are expected to follow these guidelines and policies to provide a clear distinction between you as an individual and you as a volunteer of Helping Hands. Volunteers are personally responsible for their commentary on social media. Volunteers can be held personally liable for commentary that is considered defamatory, obscene, proprietary or libelous by any offended party. Volunteers may not use social media to harass, threaten, or discriminate against other volunteers, employees, clients, interns, or other participants or any other individual or entity associated with or doing business with Helping Hands. If you identify yourself as affiliated with Helping Hands, you could be viewed as representing Helping Hands. Because of this possibility, volunteer should state that the views expressed by him or her through social media are his or her own and not those of Helping Hands.

This policy extends to your use of Helping Hands' social media accounts. Helping Hands may authorize certain social media communications to convey information about Helping Hands to the public. Use of social media communications on behalf of Helping Hands shall be consistent with Helping Hands' mission and legal obligations. Helping Hands' Executive Director has sole authority to authorize social media communications on behalf of Helping Hands. Only authorized individuals can prepare and modify content for Helping Hands sponsored or affiliated social media.

Helping Hands urges volunteers to report any violations of possible or perceived violations of this policy to the Executive Director. Helping Hands will investigate and respond to such reports. Violations may result in

disciplinary action up to and including termination of volunteer assignments.

Solicitation

We believe that the following rules will help us provide a safe, pleasant and efficient work place for all our volunteers, interns, and employees.

Solicitation by Volunteers

Volunteers may not engage in solicitation of other Helping Hands volunteers, interns, employees, or clients for any purpose or organization during working time. Selling of any kind by a volunteer on Helping Hands premises is prohibited.

Distribution by Volunteers

Volunteers may not distribute written materials not related to Helping Hands business during working time or in working areas.

Posting Notices

Volunteers who wish to post a notice not related to Helping Hands business on a Helping Hands bulletin board should consult their supervisor or the Executive Director.

Policy Against Harassment

Helping Hands is committed to providing an environment free of harassment. Helping Hands will not tolerate the harassment of any volunteer, intern, employee, client, vendor or any other person for any reason by any other volunteer, intern, employee, client, or vendor with whom the Helping Hands does business. In addition, harassment for any discriminatory reason, such as race, sex, national origin, age, disability, religion, or sexual orientation, may violate various state and federal laws and subject the individual harasser to liability.

With this policy, Helping Hands prohibits not only actions which are severe enough to be unlawful but also conduct and comments which do not violate state or federal law but which are still inappropriate. No person in this organization is exempt from this policy.

Prohibited Conduct/Comments

Harassment is defined as verbal or physical conduct that denigrates or shows hostility toward an individual or that creates an intimidating, hostile, or offensive working environment for an individual because of her/ his sex, race, color, religion, national origin, genetic information, age disability, pregnancy, service in the uniformed services, or any other protected class. Harassment includes but is not limited to, epithets, slurs, jokes, or other verbal or physical conduct relating to an individual's sex, race, color, religion, national origin, genetic information, age, disability, pregnancy, service in the uniformed services, or any other protected class. In addition to the above, any other comment or conduct which disparages individuals or groups based

on any discriminatory factor will not be tolerated.

In addition, sexual harassment is prohibited. Sexual harassment includes many forms of offensive sexual behavior including, but not limited to:

- Unwanted sexual advances;
- Unwelcome or offensive touching or physical conduct;
- Requests for sexual favors;
- Differential treatment because of a negative response to sexual advances or because a consensual relationship has ended;
- Sexual gestures, displaying of sexually suggestive objects, pictures, posters, or cartoons;
- Derogatory comments, epithets, slurs, or jokes of a sexual nature;
- Graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual;
- Vulgar or obscene communications including e-mails, notes, or invitations;
- Physical conduct of an improper nature.

Volunteers may not have a dating or sexual relationship with any Helping Hands employee without both parties promptly advising the Executive Director of such a relationship.

Prevention Procedure

If you are subjected to any offensive comments or conduct, you should tell the offending person to stop, which is often the best way to see that such comments or conduct stops immediately. If you are not comfortable advising the offending person to stop, or, if after you do so, the offending conduct and comments do not immediately and completely stop, you must report the offensive comments and conduct to your supervisor or the Executive Director.

In addition, employees, interns and volunteers who become aware of any such objectionable comments or conduct by any volunteers, employees, clients, interns, visitors, vendors or other participants must immediately advise their supervisor or the Executive Director to assure that the comments or conduct do not continue.

As soon as a report or complaint comes to a supervisor or the Executive Director, the report or complaint will be investigated and corrective and preventive action, as appropriate in the circumstances, will be taken. Reports of harassment will be maintained in confidence to the extent practical to enable a reasonable investigation and reasonable correction and prevention steps.

No volunteer will be retaliated against for bringing their concerns to Helping Hands attention. Therefore, do not allow an inappropriate situation to continue by not reporting it. The volunteer assignment of any volunteer who violates this policy will be terminated.

Interaction With Clients And Their Children

Remember that clients may be going through difficult times. Always remain calm when speaking with

clients. Do not allow yourself to be drawn into an argument with a client and do not take negative comments made by a client personally.

- Practice active listening and empathy.
- Do not make decisions for the clients.
- Refer clients with questions about Helping Hands policies to Helping Hands employees.
- Profanity is never acceptable when working with clients, vendors, Helping Hands employees, interns, visitors, or volunteers.
- Never discipline the child of a client. Address the child's parent and, if necessary, report the child's behavior to your supervisor, the Executive Director, or other Helping Hands employee.
- Never be alone with the child of a client.
- Remember that some clients have been abused. Never touch a child in a way that might be misinterpreted.

Suspected Child Abuse

If a child tells volunteer of an incident or volunteer has reason to suspect child abuse it **MUST** be reported. Helping Hands defines child abuse as physical, sexual, or emotional abuse, or neglect of the child, or any other unsafe circumstances affecting the child. In the event volunteer learns of or suspect child abuse, Helping Hands requires you to follow the approach outlined below.

If a child confides in you or you suspect abuse, do not ask questions of the child, as this may cause confusion or a change in the story. Instead, report the incident to Helping Hands' Executive Director or the person in charge of the event if the Executive Director is not available. The person in charge of the event should make a factual report to the Executive Director. The Executive Director will then report the suspected child abuse to the proper authorities. After the Executive Director reports the abuse to the proper authorities, a person trained in forensic interviewing will professionally interview the child.

If you are told of the abuse of a child, then as soon as practicable, you must document: (a) the child's exact words, (b) the date and time of the child's communication of the abuse to you, and (c) a detailed description of any physical evidence.

If you make the report of suspected abuse, Helping Hands will assume that volunteer's report was made in good faith. Helping Hands will not penalize volunteer if the report volunteer conveys results in a case which cannot be sustained.

Because of Helping Hands' work with families and children, it is imperative that we closely abide by this policy.

Fraternization

Because fraternizing with clients may cause conflicts of interest or the appearance of favoritism, volunteers may not fraternize with clients. Examples of fraternization include without limitation:

- Interacting with clients away from your volunteer assignment.
- Transporting clients in your personal vehicle.

- Engaging in a monetary transaction with a client, including borrowing or receiving money from, or lending or giving money to a client.
- Hiring a client to work at Helping Hands or any other company or organization without first obtaining approval from the Executive Director.
- Engaging in or attempting to engage in a romantic or sexual relationship with a client.

For the purposes of this policy, the term client includes any person who is currently receiving or has received services from Helping Hands within the last six months. The volunteer assignment of any volunteer who violates this policy is subject to immediate termination.

Open Door

Helping Hands wants to see that all volunteers are treated fairly. Volunteers are actively encouraged to communicate with Helping Hands concerns about their volunteer assignments, working conditions and related matters. If you feel that you need to raise a complaint, please use the following open door procedure:

Step 1 – Talk it over with your supervisor. This step will likely settle many problems.

Step 2 – If you feel the issue has not been properly resolved or clarified, or if you are not comfortable talking with your supervisor, you should take the problem to the Executive Director.

Helping Hands will conduct a prompt investigation into all complaints raised pursuant to Helping Hands' policies. Volunteers who raise complaints under this policy have an obligation to assist with resolution of Helping Hands' investigation. If warranted, Helping Hands will take corrective action. Further, those who violate state or federal law may be prosecuted or suffer other legal consequences.

Volunteers are expected to invoke this policy in good faith and should have reasonable grounds for raising a complaint under this policy. Any volunteer who makes knowingly false allegations under this policy may be prohibited from performing any future volunteer work with Helping Hands.

Helping Hands will not retaliate against any volunteer because of complaints of harassment or discrimination or because of cooperation with any investigation. Violations or suspected violations of this Policy may be reported anonymously. Helping Hands will endeavor to keep those reports confidential, if possible, during its investigation.

Where complaints are not reported anonymously, Helping Hands will notify the volunteer raising a complaint under this policy to confirm receipt of such complaint.

Drugs and Alcohol

Helping Hands volunteers may not use or consume, purchase, sell, offer to sell or buy, transfer or possess alcoholic beverages or any form of illegal drugs or drug paraphernalia while on Helping Hands business, on Helping Hands property, or while operating a Helping Hands vehicle. Likewise, Helping Hands volunteers may not volunteer or report to a location or event to volunteer while under the influence of alcohol or illegal drugs.

Helping Hands volunteers may not use prescription drugs illegally or in a manner inconsistent with their physician's prescribed dosage. Helping Hands volunteers may not use prescription drugs which have the

effect of impairing the volunteer's ability to perform volunteer assignments in a safe manner. Nothing in this policy precludes the appropriate use of legally prescribed medications that do not cause unsafe performance of assigned tasks.

The volunteer assignment of any volunteer who violates this policy is subject to immediate termination. When there is a reasonable suspicion of a violation of this policy, a volunteer may be asked to submit to drug and alcohol screening and/or to allow a search of his or her personal property. Refusal to consent to screening or to allow a search is insubordination and may result in immediate termination of the volunteer's assignment.

Violations of Standards of Conduct

Helping Hands expects all volunteers to exhibit personal integrity at all times. Volunteers must comply with all Helping Hands policies and procedures, and observe the highest standards of professionalism. When a volunteer violates Helping Hands rules, it is cause for concern and action.

How Helping Hands chooses to administer discipline in particular cases in no way alters or limits the volunteer relationship. Helping Hands may choose to exercise its discretion to use forms of discipline that are less severe than terminating a volunteer assignment. Helping Hands may or may not adhere to a "progressive" series of disciplinary actions depending upon the severity and nature of the offense. Helping Hands has the discretion to use whatever form of discipline it believes is appropriate under the circumstances.

Certain acts are considered so serious that they normally will result in the termination of a volunteer assignment for a single offense. Such actions include, without limitation:

- Making false or misleading statements, misrepresentation, falsification of records, reports, or Helping Hands documents, refusing to provide requested information in a timely manner, or making slanderous statements about Helping Hands, its employees, volunteers, or clients;
- Wrongful appropriation or destruction of goods or materials owned by Helping Hands or unauthorized use of Helping Hands equipment or property for personal reasons;
- Having firearms, explosives, or weapons on Helping Hands premises or while on Helping Hands business;
- Theft or destruction of property of other volunteers, employees, interns, or clients;
- Use, sale, purchase, transfer, or possession of an illegal drug or alcohol while on Helping Hands property or while on Helping Hands business;
- Being under the influence of illegal drugs or alcohol on Helping Hands property or while on Helping Hands business;
- Insubordination or refusing to obey instructions properly issued by your supervisor or the Executive Director;
- Violation of Helping Hands policies, including the policy against discrimination and harassment;
- Use of abusive or threatening language in communication with staff, clients, volunteers, or the public on or off Helping Hands premises or while on Helping Hands business;
- Fighting, gambling, or disorderly conduct on Helping Hands property or while on Helping Hands business;

- Conduct or behavior that negatively reflects on Helping Hands;
- Acts jeopardizing the safety or health of employees, clients, volunteers interns or visitors;
- Breach of the Volunteer Confidentiality Agreement;
- Breach of the Code of Ethics and Conduct.

This list is illustrative only and is not intended to cover every possible situation that may arise. Any conduct that is detrimental to Helping Hands interest of security, or the safety or welfare of Helping Hands volunteers, employees, clients, interns, visitors or other participants may result in corrective action or the termination of a volunteer assignment.

Termination of Volunteer Placement

While we hope both you and Helping Hands will mutually benefit from your volunteer assignment, we realize that it may become necessary for you to terminate your volunteer assignment. While you may resign your volunteer assignment at any time without notice, we would appreciate if you notify your supervisor or the Executive Director of your impending resignation as far in advance as possible so that another volunteer can be trained for your volunteer assignment.

Attachment 1
Acknowledgment of Receipt

Helping Hands of Paulding County, Inc.

Acknowledgment of Receipt of Volunteer Standards and Guidelines

By signing this Acknowledgement, I hereby acknowledge that I have received my copy of Helping Hands of Paulding County Inc.'s ("Helping Hands") Volunteer Standards and Guidelines (the "Standards and Guidelines"), I have read the Standards and Guidelines, I understand their contents, and I agree to adhere to all of the policies and procedures of Helping Hands, whether set forth in the Standards and Guidelines or elsewhere. I understand that it is my responsibility to educate myself regarding updated, revised, added, or deleted policies or procedures as announced or posted from time to time.

I understand that that the purpose of these Standards and Guidelines is to provide volunteers of Helping Hands with general information regarding the policies and procedures which Helping Hands attempts to follow in most cases. I also understand that, because of the nature of Helping Hands' operations and the variations inherent in individual situations, the policies and procedures set out in these policies may not apply to every situation.

I understand and acknowledge that these Standards and Guidelines are provided as an informational guide only and that under no circumstances are the policies and procedures contained in these Standards and Guidelines to be considered a contract, promise, or an offer of a contract between Helping Hands and me. Similarly, no Helping Hands policy, procedure, guideline or practice is a contract or an offer of a contract between Helping Hands and me. I understand that as an unpaid volunteer, Helping Hands is not my employer, I will not be compensated for the work I perform for Helping Hands, and that either I or Helping Hands may terminate my volunteer assignment at any time, for any or no reason, with or without notice. I also understand that Helping Hands reserves the right in its sole discretion, with or without notice, cause or consideration, to interpret, modify, revise, delete, add to, depart from, or terminate any of its policies (other than the unpaid volunteer relationship), procedures, guidelines, practices whether or not described in this manual. I understand that Helping Hands reserves the right to reassign me or modify the terms and conditions of my volunteer assignment in its sole discretion, with or without notice, cause or consideration, subject only to Helping Hands and my mutual right to terminate the volunteer assignment at any time, for any or no reason, with or without notice. The unpaid volunteer nature of my relationship with Helping Hands cannot be changed by any person, statements, acts, series of events, or pattern of conduct, but only by an express individual written agreement signed by the Executive Director of Helping Hands and by me which expressly changes this unpaid volunteer relationship. If I have any questions about the standards or guidelines contained in this manual, I will ask my supervisor or the Executive Director.

Volunteer Name

Volunteer Signature

Date

Attachment 2
Volunteer Confidentiality Agreement

Helping Hands of Paulding County, Inc.

Volunteer Confidentiality Agreement

I acknowledge that in my volunteer assignment with Helping Hands of Paulding County, Inc. (“Helping Hands”) I will have access to clients’ personal information. In order to ensure that I do not accidentally disclose this sensitive information, I agree as follows:

All information that I learn about a client through my volunteer assignment including, without limitation, information about a client's identity, information about anything that transpired during a Helping Hands activity, and client data collected or maintained by Helping Hands or on Helping Hands’ behalf is “Confidential Information.”

If I am unsure whether information is Confidential Information, I will treat the information as Confidential Information.

I will keep all Confidential Information strictly confidential and I will not discuss Confidential Information with anyone other than Helping Hands employees, interns, or volunteers who have a business reason to know the Confidential Information.

I will not reveal whether an individual is or has been a Helping Hands client. I agree that for the purposes of this Volunteer Confidentiality Agreement, a client is anyone who has ever received services from Helping Hands.

I will not photograph or record any client during a Helping Hands activity while on Helping Hands premises, or while on Helping Hands business without first obtaining the permission of the Executive Director.

If I am asked to release Confidential Information, I will respond, “I’m sorry. I am not authorized to give you that information. Please contact the Executive Director.”

Volunteer (please print signatory’s name)

or Parent or Guardian signing on behalf of:

(please print minor volunteer’s name)

Date: _____

Signature

Volunteer’s Address:

Attachment 3
Code of Ethics and Conduct

Helping Hands of Paulding County, Inc.

Code of Ethics and Conduct

Helping Hands of Paulding County, Inc. (“Helping Hands”) is an inter-denominational body of believers voluntarily united for the expressed purpose of ministering in response to the commission of our Lord Jesus Christ. Our mission is to provide Paulding County residents with a means of meeting basic emergency needs through effective volunteerism and charitable gifts. As a volunteer you will be required to exhibit the highest standards of honesty, integrity, and professionalism as well as impartiality, fairness, and equity within the realms in which we operate.

As a representative of Helping Hands, I _____, having read and understood the above guidelines do hereby commit myself to the highest ethical and professional conduct and do agree to:

- Conduct all Helping Hands related activities according to policy as established by the Board of Directors of Helping Hands.
- Conduct myself honorably, responsibly, ethically, and lawfully so as to enhance the reputation and effectiveness of Helping Hands.
- Respect the ownership of Helping Hands properties, both donated and purchased, being mindful that all goods are exclusively for distribution to the needy.
- Exercise courtesy, respect, and love toward all persons and promote human dignity.
- Judge no one because of their circumstances or condition.
- Treat fairly all persons regardless of race, religion, gender, disability, age, national origin, marital status, or political affiliation.
- Issue either public or internal statements only in accordance with Helping Hands policies and in an objective and truthful manner.
- Keep confidential all matters relating to clients of Helping Hands.
- Assist Helping Hands employees, interns and volunteers in a cooperative effort to promote and further the effectiveness of Helping Hands.

Volunteer (please print signatory’s name)
or Parent or Guardian signing on behalf of:

(please print minor volunteer’s name)

Date: _____

Signature

Volunteer’s Address:

I understand that any violation of this code will be cause for termination of my volunteer assignment.

Attachment 4
Release and Waiver of Liability

Helping Hands of Paulding County, Inc.

Release and Waiver of Liability

This Release and Waiver of Liability (the "Release") executed on this _____ day of _____ by _____ ("I" or "Volunteer") intending to legally bind Volunteer and his or her heirs, administrators, executors, legal representatives, successors and assigns, in favor of Helping Hands of Paulding County, Inc., a nonprofit corporation organized and existing under the laws of the state of Georgia ("Helping Hands"), and any person or entity that is the recipient of services or work from Volunteer and their respective directors, officers, employees, agents, members, and volunteers (individually a "Released Party" and collectively the "Released Parties").

I have volunteered to assist Helping Hands with its mission of providing Paulding County residents with a means of meeting basic emergency needs and to engage in the activities related thereto without compensation, such activities may include working at Helping Hands' facilities, working at Helping Hands' events and activities, and travel related to Helping Hands' business. I understand and acknowledge that volunteer work has risks and I freely execute this Release under the following terms:

1. Release and Waiver I covenant not to sue and do hereby release, forever discharge, defend and hold harmless the Released Parties and their successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from my volunteer work with Helping Hands. I understand and acknowledge that this Release discharges the Released Parties from all liability and/or any claim that I may have against the Released Parties including any bodily injury, personal injury, illness, death, or property damage that may arise out of, occur during, or result from my volunteer work with Helping Hands, including, without limitation any bodily injury, personal injury, death, or property damage that may arise out of use of my personal vehicle or the personal vehicle of another while on Helping Hands business. I also understand that the Released Parties do not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance, in the event of injury, illness, death, or property damage.
2. Insurance I understand that Helping Hands does not carry or maintain health, medical, disability, or any other insurance coverage for any volunteer. I understand and acknowledge that I am responsible for any insurance for my person and my property.
3. Medical I hereby authorize each employee and staff member of Helping Hands: (1) to act on my behalf in providing first aid and securing medical treatment for me in the event of my injury or illness; and (2) to act on my behalf in accepting financial responsibility (which shall be borne solely by me) for all first aid and medical treatment secured for me. I covenant not to sue and hereby release, discharge, defend and hold harmless the Released Parties from any claim, demand or cause of action whatsoever arising out of or relating to any first aid or medical treatment rendered in connection with the my work or services for the Released Parties.
4. Assumption of the Risk I accept and voluntarily incur all risks of any injuries, damages or harm which arise during or result from my work or services for the Released Parties, whether or not caused in whole or in part by the negligence or other fault of the Released Parties.

5. Other I expressly agree that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Georgia and any other state in which I claim jurisdiction, and that this Release shall be governed by and construed in accordance with the substantive laws of the State of Georgia without regard to its rules regarding conflicts of laws or any other law or rule that would cause the laws of any jurisdiction other than the State of Georgia to be applied. Any disputes arising out of or related in any way to this Release, including but not limited to actions seeking equitable relief, shall be brought exclusively in the courts of the state of Georgia located in Paulding County, and/or the United States District Court for the Northern District of Georgia. In any suit or action brought concerning this Release, its interpretation, performance, or breach, the prevailing party's costs of such action, including reasonable attorneys' fees, shall be paid by the other party. I agree that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable.
6. Facsimile or E-mail Transmission This Release, when signed by me, may be sent to Helping Hands via facsimile and/or e-mail, and, when received by Helping Hands, shall be considered as an original document and shall have the same binding legal effect as an original document.

I have read this Release prior to its execution, I am fully familiar with its contents, and I have been advised that I should consult with my own legal counsel prior to signing this Release. I understand that I am volunteering to work with Helping Hands and I am aware that I may have personal limitations and I take full personal responsibility for my own health, safety, decisions, and actions. I am 18 years of age or older and I have the right to contract in my own name (if not, a parent or guardian must sign as indicated on my behalf, and such signatory warrants that he or she has the authority to sign on my behalf and to bind me and to be bound by this Release).

To express my understanding of this Release, I sign below:

Volunteer (please print signatory's name)

or Parent or Guardian signing on behalf of:

(please print minor volunteer's name)

Date: _____

Signature

Volunteer's Address:

Attachment 5
Civil Rights Training Presentation

Attachment 6
Food Safety Training Presentation