



Volunteer Handbook

Helping Hands of Paulding County, Inc.
P. O. Box 1130
493 Main Street
Dallas, Georgia 30132
Phone: 770-443-1230
Email: helpinghandsofpc@gmail.com
www.hhpcga.org

Table of Contents

Introduction.....	1
Chapter 1 Guidelines and Procedures	2
The Volunteer Relationship	3
Equal Opportunity.....	Error! Bookmark not defined.
Policy Against Harassment	Error! Bookmark not defined.
Service Descriptions	4
Types of Volunteers.....	4
Requirements for Volunteers	4
Minimum Age	5
Former Clients	5
Background Check, Substance Screening and Verification	5
Procedure for Volunteering	5
Individuals.....	5
Groups.....	5
Chapter 2 Expectations of Volunteers	7
Signing In.....	8
Absenteeism and Tardiness	8
Dress and Appearance	8
Workplace Violence	8
Smoking.....	8
Gifts	9
Conflict of Interest	9
Use of Helping Hands Property	9
Computer, Electronic and Telephonic Systems	10
HELPING HANDS Equipment	10
Personal Phone Calls and Mail	10
Personal Property	10
Confidential Information	11
Recordings	11
Work Made for Hire, Assignment	Error! Bookmark not defined.
Use of Helping Hands Name	11
Social Media Policy	11
Solicitation	12
Solicitation by Volunteers.....	12
Distribution by Volunteers.....	12
Posting Notices	12
[	
Interaction With Clients And Their Children	13
Suspected Child Abuse	13
Fraternization	14
Open Door.....	14
Drugs and Alcohol	15
Violations of Standards of Conduct.....	15
Termination of Volunteer Placement.....	17

Introduction

Helping Hands of Paulding County, Inc. (“Helping Hands”) is a nonprofit Christian organization fostering a caring atmosphere to actively fulfill God’s plan to assist our neighbors in need of food, clothing and other vital services. 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.

This Volunteer Handbook (the “Handbook”) is 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. This Handbook is 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 Handbook you should contact your volunteer coordinator or the Executive Director.

NEITHER THIS HANDBOOK NOR ANY PROVISION THEREOF CONSTITUTES A CONTRACT OF EMPLOYMENT OR ANY OTHER TYPE OF CONTRACT. NOTHING CONTAINED IN THIS HANDBOOK 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 Handbook 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.

Prohibition on Harassment and Discrimination

Helping Hands believes that all people are entitled to be treated with dignity and respect as creatures uniquely made in the image of God. Because Helping Hands is a faith-based organization, certain positions at Helping Hands include responsibilities for faith-based instruction and other duties consistent with the Helping Hands’ Mission Statement. To the extent permitted by law, as a faith-based organization Helping Hands reserves the right to make termination decisions based on volunteers’ adherence to the Helping Hands’ Mission Statement.

Helping Hands is committed to providing an environment free of harassment and discrimination. It is the policy of Helping Hands that no volunteer be judged or 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. Helping Hands will not tolerate the harassment or similar discriminatory conduct by any volunteer, intern, employee, client, vendor or any other person for any reason. 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.

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. Harassment also includes sexual advances, requests for sexual favors, unwelcome or offensive touching and other verbal, graphic, or physical conduct, or electronic communications of a sexual nature involving either members or either sex. If Volunteer has any questions about what constitutes behavior prohibited by this policy, ask the Executive Director.

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.

Volunteers who believe that this policy has been violated – with regard to themselves or others – should report the violation to the volunteer coordinator or the Executive Director. 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 should report the offensive comments and conduct to your volunteer coordinator or the Executive Director.

As soon as a report or complaint comes to a volunteer coordinator 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 or discrimination 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.

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. At least 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 and pass a criminal background check and an alcohol and drug screening. 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 volunteer coordinator and/or the Executive Director.
- Individual receives volunteer assignment and copy of the Handbook.
- Individual signs an Acknowledgement of Receipt, Volunteer Confidentiality Agreement,  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 Handbook for each group participant.
- Group leader discusses Volunteer Handbook with all group participants prior to the volunteer assignment.
- Each group participant signs an Acknowledgement of Receipt, Volunteer Confidentiality Agreement, , 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.

Absenteeism and Tardiness

Although the work of volunteers is unpaid, we depend on volunteers to carry out our mission. Please notify your volunteer coordinator 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 volunteer coordinator.

Dress and Appearance

Helping Hands expects volunteers to maintain a clean, neat, and modest 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 volunteer coordinator 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

Volunteers are not to 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. For example, accepting gifts from clients or vendors that have a value of more than \$25 or making public statements that undermine Helping Hands’ Mission Statement.

Volunteers may not use their position at Helping Hands for private gain or to obtain benefits or favors for either themselves or anyone they know. Volunteers must notify their volunteer coordinator or the Executive Director for approval before engaging in any activity that could potentially create a conflict of interest,

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 volunteer coordinator promptly. Your volunteer coordinator 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. If you operate a Helping Hands vehicle, you have continuing obligation to notify your volunteer coordinator 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 changes or termination of your volunteer assignment.

Computer, Electronic and Telephonic Systems

Some volunteers may have access to all or part of Helping Hands' computer, electronic, facsimile, and/or telephone systems. Passwords are designed to give volunteers access to such 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 undermines Helping Hands' Mission Statement or violates Helping Hands' policies against discrimination and harassment. This includes but is not limited to the prohibition of any crude, vulgar, offensive or pornographic material being 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 Confidentiality Agreement (attached as Attachment 2) at all times.

Additionally, 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 told to do so by their volunteer coordinator or they have received the consent of those in the Images. 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.. 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.

. 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.

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. 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 undermine Helping Hands' Mission Statement or violate the Discrimination and Harassment Policies. 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 may end the assignment of any volunteer who violates this policy.

Solicitation

We believe that the following rules will help us provide a safe, pleasant and efficient environment 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 volunteer coordinator or the Executive Director.

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 volunteer coordinator, 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 a 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 volunteer coordinator. 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 volunteer coordinator, 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 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.

If a Volunteer violates Helping Hands' rules, Helping Hands may immediately terminate the volunteer assignment. Helping Hands has the discretion to choose alternative measures of addressing violations of its Standards of Conduct. How Helping Hands chooses to address a violation of the Standards of Conduct in particular cases in no way alters or limits the volunteer relationship.

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 volunteer coordinator 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;
- Conducting oneself in a way that is not honorable, responsible, ethical, and lawful as to enhance the reputation and effectiveness of Helping Hands;
- Issuing either public or internal statements that are not in accordance with Helping Hands' policies;
- Acts jeopardizing the safety or health of employees, clients, volunteers interns or visitors;
- Breach of the Volunteer Confidentiality Agreement; and
- 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 co termination of a volunteer assignment.

Termination of Volunteer Placement

Although some volunteers serve at Helping Hands serve in a short-term capacity, most volunteers serve on a long-term basis. If you are serving as a volunteer on more than a one-time basis, we recognize that at some point it may become necessary for you to terminate your volunteer assignment. If you decide to end your volunteer assignment, we would appreciate if you notify your volunteer coordinator 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 Handbook

By signing this Acknowledgement, I hereby acknowledge that I have received my copy of Helping Hands of Paulding County Inc.'s ("Helping Hands") Volunteer Handbook (the "Handbook"), I have read the Handbook, I understand its contents, and I agree to adhere to all of the policies and procedures of Helping Hands, whether set forth in the Handbook 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 this Handbook 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 this Handbook is provided as an informational guide only and that under no circumstances are the policies and procedures contained in this Handbook 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 volunteer coordinator 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)

Signature

or Parent or Guardian signing on behalf of:

Volunteer’s Address:

(please print minor volunteer’s name)

Date: _____

Attachment 3
Release and Waiver of Liability

Helping Hands of Paulding County, Inc.

Release and Waiver of Liability

This Volunteer Release and Waiver of Liability (“Release”) is executed in favor of Helping Hands of Paulding County, Inc. (“Organization”), an IRS recognized 501(c)(3) Georgia Nonprofit Corporation, by the individual signing below whether the actual volunteer or acting as the parent/guardian of volunteer hereafter referred to as “Volunteer”. Organization is a nonprofit corporation whose mission is to support those in the local community with food, clothing, and other needs.

In consideration of Organization permitting the Volunteer to volunteer and/or use Organization’s facilities, including but not limited to the Clothing Center and the Food Pantry, and for other good and valuable consideration, the receipt and sufficiency of which are acknowledged, Volunteer does freely, voluntarily, and without duress execute the following Release for and on behalf of Volunteer and Volunteer’s heirs, successors, beneficiaries and assigns:

1. Waiver and Release. Volunteer, on its own behalf, and on behalf of Volunteer’s heirs, assigns, insurers, and any other party who may bring a claim on Volunteer’s behalf, releases, forever discharges, indemnifies, and holds harmless Organization, its affiliates, and their respective directors, officers, employees, volunteers, agents, successors and assigns (collectively the “Released Parties”) from any and all liability, losses, costs, expenses, claims, demands and causes of action of whatever kind or nature, either in law or in equity, arising out of or relating to Volunteer’s volunteer and other activities with Organization (“Activities”), including, but not limited to (i) any claim for any bodily injury, personal injury, illness, death or property damage or (ii) any first aid or medical treatment rendered in connection with the Activities, that may arise out of, occur during or result from the Activities, regardless of whether caused in whole or in part by an act or omission of a Released Party. Volunteer also understands that, except as otherwise agreed to by a Released Party in writing, the Released Parties do not provide any financial assistance of any kind, including, but not limited to, medical, health or disability insurance coverage for any Volunteer volunteering with or in connection with Organization’s Activities or who use or may enter into Organization’s facilities.

2. Activities. Activities may include, but are not limited to, volunteering or otherwise serving in any capacity with Organization’s clothing bank, food pantry, including without limitation, any mobile food pantry, driving activities in connection with the collection of donations of food, interacting with Organizations clients who are served by the Organization and other activities consistent with Organization’s mission.

3. Assumption of the Risk. Volunteer understands that the Activities may involve activities that may be hazardous to Volunteer and inherently dangerous risks, including but not limited to driving, lifting heavy materials or boxes, conducting cleaning and/ or maintenance work, exposure to certain substances or allergens, and potential exposure to employees, volunteers, other Volunteers, or other individuals, including members of the public, who may be infected with COVID-19 or other infectious diseases. Volunteer acknowledges and fully understands that Volunteer may be engaging in activities that involve risk of serious injury, including permanent disability, disfigurement or death, and severe social and economic losses might result not only from their own actions, inactions, or negligence, but the action, inaction or negligence of others, or the condition of any premises, Organization’s facilities, or equipment used.

Volunteer hereby expressly and specifically assumes any and all of the risks, dangers, and hazards involved, and the possibility of the risk of damage, injury, harm, or death in connection with such Activities.

4. Medical Treatment. Volunteer hereby authorizes the Released Parties to act on Volunteer's behalf in providing first aid and securing medical treatment for Volunteer in the event of injury or illness to Volunteer. Volunteer understands and agrees that any expense will be Volunteer's responsibility.

5. Media Release. Volunteer agrees to allow Volunteer to be photographed or recorded in other media, such as video or audio recordings, in connection with Activities or other activities or events of Organization. Volunteer grants and conveys to Organization all right, title and interest in any and all photographic images and video or audio recordings made by or for Organization during Volunteer's participation in the Activities, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

6. Transportation Release. If the Activities involve Organization, Released Parties, or Volunteer engaging in driving activities or otherwise transporting food or other products, Volunteer is fully aware of and accepts the special dangers and risks inherent in the operation of a motor vehicle, including physical injury, death or other consequences that may arise or result directly or indirectly from the operation of a motor vehicle. Volunteer, on its own behalf, and on behalf of Volunteer's heirs, assigns, insurers, and any other party who may bring a claim on Volunteer's behalf, releases, forever discharges, indemnifies and hold harmless the Released Parties from any and all liability, loss, costs or expenses sustained or incurred because (a) Volunteer was injured, died or sustained property loss or damage while engaging in driving activities to transport food or other products, or (b) because Volunteer injured another person or damaged the property of another person while engaging in driving activities on behalf of the Released Parties.

7. Confidentiality. Volunteer understands that it is the policy of Organization to ensure that the operations, activities, and affairs of Organization are kept confidential, unless the sharing of such information is approved in advance by the Organization. Confidential information includes, but is not limited to, personal information about Organization's clients, volunteers, employees, or other Volunteers. In consideration for the opportunity to volunteer in Organization's program, Volunteer agrees to refrain, both during and after the end of the Volunteer relationship, from repeating any confidential information to any outside source, and to keep confidential all information or records pertaining to Organization's clients, volunteers, employees, or other Volunteers obtained while doing Activities. Volunteer acknowledges that any violation of confidentiality may result in termination of Volunteer's participation in the Activities or use of the Facilities, and that Organization may take legal action, in the federal or state courts in Georgia, against Volunteer, including but not limited to seeking temporary restraining orders or permanent injunctions to prevent the disclosure of confidential information.

8. Works Made for Hire. Volunteer agrees that any Materials (as defined below) created by Volunteer in the course of performing Activities for Organization are subject to the "Work for Hire" provisions contained in Sections 101 and 201 of the United States Copyright Law, Title 17 of the United States Code. "Materials" means any copyrightable work of authorship, including without limitation, any drawings, paintings, writings, graphical works, audiovisual works, sound recordings, content, photos, and any contribution to such materials. All right, title and interest to copyrights in all Materials which have been or will be prepared by Volunteer within the scope of participating in Organization's program will be the property of Organization. Volunteer further agrees that, to the extent the provisions of Title 17 of the United States Code do not vest the copyrights to any Materials in Organization, Volunteer hereby grants Organization, its legal representatives and assigns, the absolute and perpetual right and permission to copyright and use, re-use, incorporate, publish, and reproduce, in any medium, electronic, print, or otherwise, the Materials and any derivations, modifications or recreations of the Materials in conjunction with the promotion and advertising of Organization or in conjunction with the provision of goods or services by Organization or for any other purpose whatsoever. Volunteer understands that Volunteer also may not post to any social media channels or distribute in any way any such Materials without the permission of Organization.

9. Miscellaneous. Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the state of Georgia, and that this Release will be governed by and interpreted in accordance with the laws of the state of Georgia without giving effect to its conflict of laws rules. Volunteer agrees that in the event that any clause or provision of this Release is held to be invalid by any court, the invalidity of that clause or provision will not affect the remaining provisions of this Release, which will continue to be enforceable. Volunteer agrees that the sole and exclusive jurisdiction and venue for litigation between Volunteer and Organization will be a state or federal court having jurisdiction over Paulding County, Georgia.

BY SIGNING, VOLUNTEER ACKNOWLEDGES THAT VOLUNTEER HAS READ AND UNDERSTOOD ALL OF THE TERMS OF THIS RELEASE AND THAT VOLUNTEER IS VOLUNTARILY GIVING UP SUBSTANTIAL LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE ORGANIZATION AND THE RELEASED PARTIES.

Volunteer Signature _____ Date _____

Age as of the date of signing this Release (if under 18) _____

Printed Name _____

Address _____

If Volunteer is under 18 years of age, the Release must be signed by a Parent or Legal Guardian:

Parent/Guardian
signature _____ Date _____

Printed Name _____

Address _____

Attachment 4

Civil Rights Training Presentation

Attachment 5
Food Safety Training Presentation