

GENERAL POLICIES & PROCEDURES FOR VOLUNTEERS

NOTIFICATION OF ABSENCE: Please contact us as soon as possible if you are not able to fulfill your volunteer service for any reason - illness, scheduling conflict, etc.

VALUABLES: Please try to avoid bringing valuables with you as The Lighthouse Foundation cannot be responsible for any damaged or lost. If you need to bring a purse (etc.), discuss safe storage with your supervisor. We will NOT be responsible for storing purses, wallets, jackets, ect.

VOLUNTEER HOURS: When you arrive, check in with your supervisor so they know you have arrived. Document the time you arrived by signing-in and when you are done for the day sign-out so that we can keep track of your volunteer hours. Please ask your supervisor what procedure you are to use as it varies from program to program.

CHILD ABUSE, SEXUAL ABUSE, and PHYSICAL, MENTAL, OR SEXUAL HARASSMENT: Volunteers witnessing child abuse, sexual abuse, physical, mental or sexual harassment must report it immediately to their supervisor or other Lighthouse staff. The Lighthouse Foundation does not tolerate abuse or harassment of volunteers, clients or staff. If you have questions regarding what constitutes abuse or harassment, please contact your supervisor.

CONFIDENTIALITY is a right guaranteed to our clients, donors and our volunteers. Clients' and donors' needs, concerns, personal problems and financial status are not to be discussed with anyone other than the appropriate staff member. A criminal background check is required for volunteers in positions dealing with sensitive information. Volunteer applications, evaluation and other volunteer information will also be kept completely confidential.

NON-DISCRIMINATION POLICY: It is The Lighthouse Foundation policy that there will be no discrimination based on race, religion, ethnicity, or sexual orientation in its programs, activities or employment. Paid staff and volunteers need to treat people with dignity and respect at all times.

THE LIGHTHOUSE FOUNDATION REPRESENTATION: All actions or statements that reflect on, cause obligation to, or affect financially The Lighthouse Foundation must have prior approval by agency staff. These may include, but are not limited to, lobby government or other organizations, statements to the press, the signing of contracts or assuming financial obligations. No volunteer is ever permitted to speak to the media or public on behalf of The Lighthouse Foundation.

MONEY: A Lighthouse Foundation volunteer, acting in an official capacity, shall not take any action that would result in the volunteer's financial benefit. Volunteers should not ask for or receive for themselves or for a member of their household, directly or indirectly, any moneys or gifts from clients. A Lighthouse Foundation volunteer should not give any of his/her personal money to a client under any circumstance.

VEHICLE USE: If your volunteer position requires the use of a Lighthouse vehicle, you will need to complete a motor vehicle report check, show proof of a valid driver's license, and you may need to complete a health exam for PA Department of Transportation purposes, depending on the vehicle used. If you are using your own vehicle for The Lighthouse Foundation purposes, you will also need to show proof of insurance. All mileage must be logged on appropriate paperwork supplied in each Lighthouse vehicle.

DRUG AND ALCOHOL USE: Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties. Volunteers may not bring

drugs or alcohol into a Lighthouse facility or program site under any circumstances. Volunteers are also not permitted to purchase alcohol, drugs or cigarettes for or from any of the clients.

SMOKING is not permitted in any of the Lighthouse Foundation facilities. Please ask your supervisor if there is a designated smoking area.

PROHIBITED WEAPONS: The Lighthouse Foundation policy prohibits all persons, except for law enforcement officials on duty, (including employees, volunteers, recipients, invitees, guests or other visitors) from carrying a prohibited weapon of any kind onto Lighthouse property regardless whether the person is licensed to carry the weapon or not. Prohibited weapons include any form of firearm, explosive device, or other device that is generally considered to be a weapon.

THEFT: Theft or pilferage of Lighthouse property by a client or volunteer is a serious offense. Theft is cause for immediate dismissal and possible filing of criminal charges.

CHILDREN: For some volunteer positions, such as bell ringing, children are welcome to volunteer with you. There are other volunteer positions where children are not allowed for safety reasons. Please check with your supervisor prior to volunteering about bringing children along with you. If you do have children with you, they must remain under your supervision. They must abide by the same standards that we have for volunteers. Children under the age of 14 are NOT permitted to volunteer at the food bank.

DRESS: according to what is appropriate and comfortable for your volunteer position. Since The Lighthouse Foundation is a Christian organization, we ask that volunteers be respectful in dress and do not wear attire that could be offensive or advertise products such as alcohol and/or drugs. Please ask your supervisor if you have any questions regarding what is appropriate dress.

MEALS: Check with your supervisor prior to volunteering if you need to know whether or not a meal will be provided.

REFERENCES are always gladly provided for volunteers upon request. Position descriptions, sign-in sheets and time cards serve as tools for preparing references.

USE OF FACILITY: Volunteers may have access to the facility and its equipment when a staff member is available to supervise. Usage of technological equipment, such as computers, fax machines, copy machines and printers is limited to those who are trained to use the equipment. The equipment should only be used to fulfill your volunteer duties and not for personal use, unless your supervisor gives you permission.

RESIGNATION: If a volunteer chooses to resign his/her position, please give the supervising staff member as much notice as possible. The staff appreciates your time, talents and interests, and knows that changes will occur.

DISMISSAL: Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, and disruptive, demonstrates inappropriate behavior or fails to adhere to the policies and procedures of The Lighthouse Foundation and its programs.

ADDITIONAL POLICIES AND PROCEDURES may be in place for specific programs. Your supervisor will notify you of specific policies you need to be aware of for your volunteer opportunity.



The Lighthouse
FOUNDATION

Find Hope

Confidentiality

As a volunteer of The Lighthouse Foundation, I agree to keep in absolute confidence any information regarding recipients of service, whether the information is shared with me by the client or any other person relative to my work with The Lighthouse Foundation. Further, I understand the Confidentiality Policy of The Lighthouse Foundation and agree to abide by the policy and the procedures contained therein. I understand if I divulge any confidential information regarding service recipients or their relationship to The Lighthouse Foundation, whether in writing or verbally, I will be dismissed from the organization.

Agreement

Waiver for Volunteers

I hereby release indemnify, and hold harmless The Lighthouse Foundation from any and all liability claims, demands and causes of action of whatever kind and nature, including any injury caused incurred in conjunction with volunteering here at The Lighthouse Foundation. In addition, The Lighthouse Foundation has my permission to use any photographs or videos taken for publicity purposes. The Lighthouse Foundation does not provide supervision for volunteers under the age of 18. *All volunteers under the age of 18 must be accompanied by an adult.

Release Form for Media Usage



I hereby consent and agree that The Lighthouse Foundation, its employees, or agents have the right to take photographs of me and may use these in any and all media, now or hereafter known, and exclusively for the purpose of promotion. I further consent that my name and identity may be revealed therein or by descriptive text or commentary.

I do hereby release to The Lighthouse foundation, its agents, and employees all rights to exhibit this work in print and electronic form publicly or privately. I waive any rights, claims, or interest I may have to control the use of my identity or likeness in whatever media used.

I understand that there will be no financial or other remuneration for photographing me, either for initial or subsequent transmission.

I represent that I am at least 18 years of age (or the legal guardian of an involved individual under the age of 18), have read and understand the foregoing statement, and am competent to execute this agreement.