

## Life Haven, Inc.

### Volunteer Operating Policies

Welcome to Life Haven! Thank you for your interest in becoming a volunteer!

*Life Haven is a temporary shelter that provides a safe and nurturing environment for homeless pregnant women and women with young children. We are committed to assisting them in developing skills that will enable them to live independently.*

Because our primary consideration is the well-being of the residents that we shelter, Life Haven must enforce policies that protect these families and support an environment in which they feel safe and nurtured. Volunteers must agree to meet the following conditions:

- Tenure is contingent upon satisfactory performance of volunteer duties as indicated on the Interest Inventory sheet and/or presented by the staff contact person.
- All volunteers shall be neat and clean in appearance at all times.
- Smoking is not permitted anywhere within the building. Buckets are furnished outdoors on the porches for cigarette butts.
- Do not consume alcohol or other drugs while at Life Haven or stay on Life Haven property under the influence of alcohol or other drugs.
- Do not accept any monetary tip or gratuity and do not solicit any gifts.
- Do not make an oral appeal, solicit or distribute literature to staff, residents, volunteers or visitors while on Life Haven property.
- Do not proselytize or attempt to convert staff, residents, volunteers or visitors to any religious belief.
- Sexual harassment, threats and intimidation are illegal and are strictly forbidden.
- Personal telephone calls must be limited to brief, local calls. In the event of an emergency, the staff contact person must give permission to make a long-distance call.
- Volunteers should not have personal visitors while volunteering at the shelter.
- Volunteers should inform their staff contact person of changes to their contact information (address and telephone).

*Note: any volunteer who chooses not to comply with these rules will be asked to stop volunteering.*

Having now stated all the rules for volunteering, we must say – Thank you! Have fun while you are here! We hope you get to know that your personal contribution is making the difference in people's lives.

#### Confidentiality Agreement

In the course of your volunteer duties, you may become privileged to confidential information regarding the clients, residents, and programs of Life Haven, Inc. Personnel, program, policy, client, and administrative information and issues are confidential matters and proprietary to Life Haven, Inc. You must treat this information confidentially as required by local, state, and federal statutes. Examples of information which should be treated confidentially include, but are not limited to: any identifying client information, medical information including HIV/AIDS status, status in any agency program, home address or telephone number, D.C.F. involvement with a

family, substance abuse issues, and/or emergency shelter status, any personnel issue involving another employee, any budgetary or fiscal information, and / or any issue which the staff contact person or the Executive Director states is confidential, etc.

You as a volunteer may have access to, but not ownership of, this information. You do not have the authority to reveal this information to any outside party, except as provided by statute.

Allow the Executive Director to act as the spokesperson for the organization. Do not provide information to any press or media source about Life Haven, Inc.

Waiver of Liability

In consideration of the opportunity afforded to me to participate on a volunteer basis at Life Haven, and in light of the aims and purposes of community service provided by Life Haven, I hereby waive any right or cause of action arising as a result of my participation at Life Haven from which any liability may or could accrue against Life Haven, Inc. or its officers, directors, agents, employees and/or volunteers, either collectively or individually.

Without limiting the generality of the forgoing, I agree that this waiver shall include any rights or causes of action resulting from personal injury to me or damage to my property sustained in connection with my activities for Life Haven, Inc.

Voluntary Agreement

I have read the volunteer operating policies and I agree to abide by them.

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Volunteer signature

Printed name

Date