

Supportive Housing Coalition of New Mexico

Volunteer Manual



OUR MISSION:

To prevent and reduce homelessness and to increase the quality of life for people with behavioral health issues in New Mexico by creating affordable, supportive housing in partnership with local communities and member agencies.

—The Supportive Housing Coalition of New Mexico (SHC-NM)

Volunteer Policies and Procedures

I. **Purpose of Volunteer Policies**

These policies are written to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. SHC-NM reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Executive Director, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Executive Director.

II. **Definition of "Volunteer"**

A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of SHC-NM. A volunteer must be officially accepted and enrolled by SHC-NM prior to performance of the task. Unless specifically stated, volunteers shall not be considered as "employees" of SHC-NM.

III. **Application Procedures/Screening/Background Checks**

Anyone who wishes to volunteer with SHC-NM will complete a volunteer application form. Depending on the type of task, SHC-NM may request additional references and/or a background check of the applicant.

IV. **Support and Supervision**

Each volunteer will receive an orientation that provides an overview of SHC-NM, its mission, history, and goals. If a volunteer needs a record of their volunteer time, they are required to keep a personal log of their time and tasks. Their supervisor will review and sign off on the log.

V. **Code of Conduct**

- **Conduct:** SHC-NM expects volunteers to be courteous and respectful to a client or any member of the public while in the course of SHC-NM business. SHC-NM is committed to creating and maintaining a safe work environment for everyone. Please report any unsafe or unhealthy situations, this requires the cooperation of all volunteers.
- **Harassment and Discrimination:** Our harassment and discrimination policy includes harassment based on, but not limited to: race, color, religion, sex, age, sexual orientation, gender identity, nation origin, disability, serious medical condition, spousal affiliation, religion, genetic information, veteran status, and any protected status as provided by Federal and/or State Law. Any actions that are intended to degrade, humiliate, undermine, isolate or intimidate will not be tolerated. This includes bullying in the workplace. If any of these situations occur, contact any member of management.
- **Theft/altering/destruction of SHC-NM:** staff, agent, or visitor property is not tolerated.
- **Drug and Alcohol Use:** SHC-NM has established a strong commitment to maintain a drug and alcohol free work force to ensure that volunteers are able to perform their duties safely and efficiently.
- SHC-NM prohibits the unlawful possession, use, or distribution of illicit drugs and alcohol. Any substances found will be confiscated and turned over to the appropriate law enforcement agency.
- Smoking in the workplace is prohibited except in outside designated smoking areas.

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- Workplace Violence: Volunteers must refrain from fighting or any other conduct that may cause danger to themselves or others. Any threats of violence should be taken seriously and reported to the supervisor.

VI. **Copyright/Ownership Issues**

A volunteer grants non-exclusive permission to SHC-NM for use of any materials produced for SHC-NM projects, including graphics materials, web page designs, narratives, research, compilations, instructional texts, etc. These materials become the property of SHC-NM upon submission.

VII. **Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. Failure to maintain confidentiality may result in termination of the volunteer's relationship with SHC-NM or other corrective action. Each volunteer is required to sign a waiver and confidentiality agreement.

VIII. **Representing SHC-NM**

a. Volunteers are asked to not contact organizations or individuals on behalf of SHC-NM unless they are given express written directions to do so by their supervisor. Prior to any action or statement which might significantly affect or obligate SHC-NM, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the agency as specifically indicated within their job descriptions and only to the extent of such written specifications.

b. Interacting with SHC-NM Clients and Residents

Volunteers are expected to maintain professional boundaries with clients and tenants as would a paid employee. Volunteers will help and support the client or tenant in a variety of ways but the volunteer must be careful not to develop a "friendship" or "intimate" relationship.

- Entering a home: Volunteers are not to enter the home of a client unless doing so is included in the volunteer job description. At no time can a volunteer be in the home of a client without the presence of the client.
- Personal contact information: Volunteers are not to give personal contact information (phone number, address, email etc.) to a client or tenant. Volunteers are not to invite clients or tenants to their home.
- Financial assistance and gifts: Volunteers may not give or receive financial or other gifts from/to clients and tenants.
- Transportation: Volunteers are not to transport clients or tenants.
- Volunteering with families: Volunteers may only work with children under the age of 18 in the presence of a parent or guardian. Family outings must always include the adults as well as the children.



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IX. **Dress Code**

Volunteers are representatives of SHC-NM and are responsible for presenting a positive image to the community and the clients they serve. Volunteers will dress appropriately for the conditions and performance of their duties.

X. **Expenses Policy**

Volunteers may be eligible for reimbursement of pre-approved, out-of-pocket expenses acquired while engaging in volunteer service for SHC-NM. Upon the approval of a supervisor, volunteers need to track and submit receipts for all actual out-of-pocket expenses for which they seek reimbursement.

XI. **Insurance and Liability**

Each Volunteer is eligible for liability insurance. These policies provide protection for a personal injury or a property damage liability claim arising out of the performance of the registered volunteer's duties. The insurance policy certificates are held by SHC-NM and is administered by HUB International Insurance Services, Inc. This is not a substitute for any insurance you may now carry, and only applies while you are performing your assignment as a volunteer in the program and while you are volunteering at a SHC-NM site. The coverage becomes effective during the time you are volunteering at SHC-NM.

XII. **Ending your Volunteer Role/Dismissal**

a. Ending your volunteer role

While we hope that each volunteer has a positive and lasting relationship with SHC-NM, we understand that not all volunteer jobs are always a good fit or last indefinitely. If you choose to terminate your volunteer role, we ask that you discuss your decision with your supervisor so we can learn from your experience and make improvements for future volunteers.

b. Dismissal

Volunteers who do not adhere to the rules and procedures of the agency or who fail to adequately perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Possible grounds for dismissal may include, but are not limited to: gross misconduct or insubordination, theft of property or misuse of agency materials, abuse or mistreatment of clients, staff or other volunteers, failure to abide by agency policies and procedures, and failure to satisfactorily perform assigned duties.

I, _____, agree to abide by the aforementioned policies and procedures.

Signature

Date

Supportive Housing Coalition of New Mexico Volunteer Waiver & Confidentiality Agreement



The purpose of this waiver and confidentiality agreement is to protect the safety, well-being, and rights of all volunteers, staff, supporters, and clients of SHC-NM. Each volunteer is required to sign this agreement before serving with the organization. Please read and fill-in information where necessary on the following agreement before signing:

This waiver and confidentiality agreement (the "Agreement") executed on _____ by _____ (the "Volunteer") in favor of Supportive Housing Coalition of New Mexico, a nonprofit corporation organized and existing under the laws of the State of New Mexico, USA, and their directors, officers, employees, and agents (collectively, "SHC-NM").

- 1. Waiver and Release.** I, the Volunteer, release and forever discharge and hold harmless SHC-NM and its 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 SHC-NM. I understand and acknowledge that this Waiver discharges SHC-NM from any liability or claim that I, the Volunteer, may have against SHC-NM with respect to bodily injury, personal injury, illness, death, or property damage that may result from my participation on the SHC-NM work site. I also understand that SHC-NM does 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, the Volunteer, understand that I expressly waive any such claim for compensation or liability on the part of SHC-NM beyond what may be offered freely by the representative of SHC-NM in the event of such injury or medical expense.
- 3. Medical Treatment.** I hereby release and forever discharge SHC-NM from any claim whatsoever which arises or may hereafter arise on account of any first-aid treatment or other medical services rendered in connection with an emergency during my time with SHC-NM.
- 4. Assumption of the Risk.** I understand that my time with SHC-NM may include activities that may be hazardous to me, including, but not limited to, construction activities, loading and unloading of heavy equipment and materials, and local transportation to and from the work sites. I hereby expressly and specifically assume the risk of injury or harm in these activities and release SHC-NM from all liability for injury, illness, death, or property damage resulting from the activities of my time with SHC-NM.
- 5. Photographic Release.** I grant and convey unto SHC-NM all right, title, and interest in any and all photographic images and video or audio recordings made by SHC-NM during my work for SHC-NM, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.
- 6. Confidentiality Statement.** I understand that, in performing tasks related to my duties as a volunteer at SHC-NM, I will be privy to personal and clinical information about clients and other staff. I further understand that this information is to be held in the strictest confidence, that I am legally liable to keep this information in confidence, and that I may be terminated immediately from my position if I divulge any confidential information about a client in any SHC-NM program.
- 7. Other.** I expressly agree that this Waiver is intended to be as broad and inclusive as permitted by the laws of the State of New Mexico in the United States of America, and that this Waiver shall be governed by and interpreted in accordance with the laws of the State of New Mexico. I agree that in the event that any clause or provision of this Waiver 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.

If the person volunteering is under the age 18, there must be a signature of consent by a parent/guardian.

Volunteer Name (print)

Home/Cell Phone

Address

Email

City, State, Zip

Organization (if applicable)

Volunteer or Parent/Guardian Signature (if applicable)

Date