

VOLUNTEER GUIDELINES & COVID WAIVER

Fourth & Hope (F&H) recognizes that our volunteers are the lifeblood of our organization. Our volunteers provide time, talent and compassion to those who need it most, while helping us with our Mission to Change Lives. The following guidelines have been put in place to ensure you have a safe, supportive, and fulfilling volunteer experience while safeguarding our clients and staff. If you are the leader for a group of volunteers, please be sure your team understands and signs these guidelines.

1. Any threats of harmful conduct to anyone should be reported immediately to staff on duty.
2. F&H volunteers are to conduct themselves in a professional manner and treat clients, staff and other volunteers with respect, compassion, sensitivity, and without judgement at all times.
3. Drugs, alcohol, discrimination, favoritism, swearing, offensive remarks and actions are strictly prohibited.
4. Consistent attendance and punctuality are critical to the program structure. Please contact the volunteer coordinator if you are running late or unable to work the shift.
5. Volunteers may not employ or solicit any form of work from guests at any time.
6. Loaning money to any client and/or entering a business transaction of any kind is prohibited.
7. F&H reserves the right to refuse a volunteer opportunity or terminate a volunteer/ group.
8. We do not accept walk-ins. All volunteers must sign up online or contact the volunteer coordinator.
9. Volunteers receive no goods or monetary compensation for services rendered.
10. Volunteers may not remove any donated items from the F&H facilities.
11. Please sign in and sign out. This information is used in our reports.
12. Youth volunteers between the age of 10 and 15 must be accompanied by an adult at all times. Youth volunteers ages 16-17 must receive permission in the form of a signed letter by parent/guardian.
13. Wear closed-toe and closed-heel shoes for safety purposes. Kitchen volunteers are asked to wear pants and hair must be tied back.
14. F&H is committed to providing an environment free from harassment of any kind including sex, race, color, religion, gender, age, socioeconomic status, language, disability, medical condition, national origin, marital status, sexual orientation or other characteristic protected under federal and state law or local ordinance.
15. F&H is not responsible for any lost, damaged, or stolen items. We recommend leaving personal or valuable items at home.
16. No volunteer may represent F&H to the media/social media without prior consent.
17. Smoking is permitted in the designated smoking area.
18. In the unfortunate event a volunteer is injured, the volunteer will hold harmless F&H, its partners, administrators, directors, board of directors, staff and volunteers. Volunteers also agree to waive and release any and all right and claims for damages, which include any injuries incurred by the volunteer in route to and from any volunteer opportunity of F&H.

19. Individuals with criminal convictions involving violence, assault, abuse, and crimes against children may not volunteer at Fourth & Hope.
20. Court mandated volunteers are responsible for tracking their hours. Each shift must be signed by a F&H staff member. Once hours are complete, contact the volunteer team to request your completion letter. F&H is NOT responsible for providing opportunities.
21. Volunteers working with client youth must be age 18+, interviewed by the volunteer coordinator, and complete an agency background check (paid by F&H).
22. Volunteers working alone with adult clients must complete an agency background check (paid by F&H).
23. Volunteers driving for F&H will need a valid CA driver's license, a good driving record, and an agency background check (paid by F&H). Volunteers driving their own vehicles will need to provide a copy of their insurance and registration.
24. Volunteers give consent for and release photographs/videos taken for the purpose of promotion or advertisement without payment. If you do not give consent we ask that you alert staff taking the photo.
25. Volunteers may have access to confidential information, both verbal and written, relating to clients, volunteers or staff of F&H. All information must be treated confidentially and discussed only within the boundaries of the volunteer position. Volunteers are not allowed to take photos/videos of clients, staff or other volunteers.

COVID WAIVER

I wish to volunteer my time and services for Fourth & Hope and hereby acknowledge that Fourth & Hope is doing everything it can to protect the public and myself as a volunteer. To this extent, I agree to follow the Center of Disease Control (CDC) and local health district guidelines and Fourth & Hope's policies and procedures for social distancing to reduce the spread of Novel Coronavirus, or COVID-19. I agree to maintain six feet of distance between myself, fellow volunteers, and patrons of the organization as much as possible.

I agree to wear a mask at all times to reduce the risk of exposure to myself and others. I agree to wash my hands after using the restroom, sneezing, and coughing, and before eating or preparing meals or sundries for distribution, and I will properly wear and utilize sterile gloves.

I understand there is no direct medical health coverage afforded to me during my relationship with Fourth & Hope. Fourth & Hope is not responsible for any potential exposure to Novel Coronavirus, or COVID-19, which is not a direct result of negligence on the part of their employees, volunteers, or the organization. Unless specifically stated in writing, I understand that there is no California State Labor and Industries employment security insurance provided to me.

Failure to comply with these written instructions or verbal instructions from staff may result in my volunteer privileges being removed, and I may be asked to leave the premises.

We thank you for your support and commitment to our MISSION TO CHANGE LIVES.