



Volunteer Policies

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Volunteer Policies

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Section V-1 Welcome and Organizational Information

1.1 Welcome to Hope Alliance!

It's our pleasure to welcome you as a team member of Hope Alliance. We are an energetic and creative team, dedicated to high standards of excellence and quality. We value each one of our volunteers and employees, and we hope that you find your work here rewarding and satisfying.

As a part of the Hope Alliance team, you will be expected to contribute your talents and energies to meet our mission. In return, you will be given the opportunity to grow and contribute to the community and those we serve.

Volunteers play very important roles at Hope Alliance. You allow us to provide 24-hour services and enhance every area of the work required to achieve our mission. Your personal commitment is evidenced by your willingness to provide services with no monetary compensation. All employees are expected to provide the support necessary for our volunteers to contribute their skills and talents to Hope Alliance. This includes on-going training, guidance, and encouragement. We are in the business of helping people discover their personal gifts and how they can contribute to creating a community free of violence.

1.2 The Mission Statement of Hope Alliance

To Assist those whose lives have been affected by family and sexual violence by developing partnerships and providing services that lead to hope, healing and prevention.

1.3 Hope Alliance's Philosophy

Physical, sexual, emotional, and psychological abuse of one human being by another is unacceptable. Hope Alliance believes that all abuse diminishes or prohibits the full expression of life and growth that is every person's right. The purpose Hope Alliance's services is to help create positive change in the lives of survivors of domestic violence, sexual assault, and other violent crimes.

1.4 Hope Alliance's History

The Williamson County Crisis Center d/b/a Hope Alliance, a 501(c)(3) non-profit, was founded and has been providing services to female and male, adult and child survivors of domestic violence, sexual assault and other violent crimes since 1984. A crisis shelter was purchased in 1990 and currently has the capacity to house 35 men, women, and children who have been made homeless due to family violence and/or sexual assault.

Hope Alliance operates under the auspices of a board of directors and is managed by a Chief Executive Officer. Currently, the main office and shelter are in Round Rock, with outreach offices in Cedar Park, Georgetown, Hutto, Liberty Hill, and Taylor.

1.5 Hope Alliance Services

The following services are provided in Williamson County:

24-hour Hotline, Crisis Intervention, Emergency Shelter, Hospital Accompaniment, Counseling, Support Groups, Legal Advocacy, Court Accompaniment, School-based Services, Law Enforcement Accompaniment, Professional Training, Community Education

1.6 Non-Discrimination Statement

All Hope Alliance services are provided without regard to race, gender, gender identity, gender expression, sexual orientation, color, religion, national origin, sex, pregnancy, age, disability, HIV/AIDS, marital status, political affiliation, or source of income, or any other status protected by law. Services include those offered at all locations that are operated by Hope Alliance and offered by its employees, volunteers, and intern or practicum students.

Hope Alliance recruits volunteers from as many diverse sectors of the community as possible, and uses a variety of recruitment techniques including, but not limited to, social media, websites, radio, television, local publications, and speaking and tabling events. Hope Alliance will recruit without regard to race, gender, gender identity, gender expression, sexual orientation, color, religion, national origin, sex, pregnancy, age, disability, HIV/AIDS, marital status, political affiliation, source of income, or any other status protected by law.

1.7 Confidentiality

Maintaining confidentiality for our clients is always a primary concern. Additionally, revealing the location of the shelter could jeopardize the safety of the shelter residents and Hope Alliance volunteers and employees. The safety and well-being of all clients as well as the integrity of Hope Alliance depends heavily on the staff and volunteers' respect for the privacy of our clients. Please be sure that you understand our Confidentiality Policy and that you consider the implications for maintaining confidentiality in all your actions. You must agree not to share information about our clients while you are here and after you leave Hope Alliance except in specific circumstances, which are addressed in our Confidentiality Policy. Maintaining strict confidentiality is critical if we are to maintain the trust of those we serve.

1.8 Safety

All Hope Alliance personnel must be aware of the possible threat of violence from clients' family members and other perpetrators of violence. Safety procedures must be strictly followed. Be aware of your surroundings and of persons you meet while performing your job duties. Do not take unnecessary safety risks. We need to work together to be sure that safety for everyone is maintained.

Section V-2 Volunteer Services at Hope Alliance

The achievement of Hope Alliance's goals is best served by the active participation of citizens of the community in collaboration with agency staff and board members. Thus, the agency accepts and encourages the involvement of volunteers at various levels within the organization and in all appropriate programs and activities. All agency staff members are encouraged to assist in the creation and support of meaningful and productive roles in which volunteers might engage.

Volunteers at Hope Alliance work with administrators, full-time and part-time employees, and other volunteers to aid victims of family violence and sexual assault.

2.1 The Purpose of Volunteer Policies

The purpose of these policies is to provide guidance and direction to volunteers and employees. They do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Hope Alliance reserves the right to change any or all these policies as necessary. Changes to, or exceptions from, these policies may only be granted by the

CEO, VP of Programs or the VP of Resource Development.

2.2 Volunteer-Employee Relationship

Volunteers and employees are complimentary partners in implementing the mission and programs of Hope Alliance. Each partner in this relationship should understand and respect the needs and abilities of the other for the clients of Hope Alliance to be served effectively. Any concerns related to volunteer/employee relations should be directed to the Community Development Manager.

2.3 Role of the Volunteer Services Program

The productive utilization and management of volunteers within Hope Alliance requires a coordinated and organized effort. Thus, the Volunteer Services Program, under the direction of the Community Development Manager bears responsibility for recruiting appropriate volunteers, assisting in community-wide efforts to recognize and promote volunteering, screening potential volunteers, coordinating appropriate training for volunteers, maintaining consistent communication with volunteers, placing volunteers in appropriate positions, arranging for sufficient supervision and evaluation of volunteers, promoting effective employee/volunteer relationships, and assisting to identify and promote productive volunteer roles within the agency.

2.4 Volunteer Records and Privacy

Volunteer Services maintains a personnel record for each volunteer that contains personal data, evaluations, recognition information, and more. These records serve several purposes, including maintaining emergency contacts and accurate recording of training and service activities. Such Information will not be disclosed to external parties without written permission from the volunteer concerned. Training records can be forwarded to an appropriate agency upon written request from the volunteer.

2.5 Employees' Family Members as Volunteers

Family members of employees can volunteer in the agency if they are not placed under the direct supervision of their employed family member. Volunteer Family Members must be 18 years of age or older.

2.6 Clients and Relatives as Volunteers

Clients of Hope Alliance may serve as volunteers, provided that serving in this capacity does not constitute an obstruction to or conflict with provision of services to the client or to others. Furthermore, if agency staff or the Community Development Manager feels that volunteering would be detrimental to the client's well-being or plan of care, such concerns will be expressed to the client before a volunteer position is considered. Relatives of clients may also serve as volunteers but will not be placed in a position of direct service or relationship to members of their family receiving services. Relatives of clients who serve as volunteers must be 18 years of age or older.

2.7 Volunteer Groups at Shelter

All group volunteers will receive a brief overview of Hope Alliance services and a copy of the Volunteer Confidentiality Statement. All volunteers must sign the Volunteer Confidentiality Statement. Names of volunteers must be submitted to the Community Development Manager prior to day of project.

2.8 Community Service Volunteers

Due to the nature of the services we provide, individuals who need to complete community service hours can only be placed for one-time, off-site projects and special events. Depending on the offense for which the community service was given, they may also participate in special events on a case by case basis with approval from any member of the Hope Alliance Management Team (CEO, VPs, and Managers) who decide that both the individual and Hope Alliance can benefit from the experience.

2.9 Perpetrator of family violence or sexual assault

Any potential volunteer found to be a perpetrator of family or sexual violence or in a position to pose a possible threat to the well-being or safety of a client and/or client's family will not be accepted into the Volunteer Services Program.

Section V-3 Screening, Training, and Placement
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3.1 Volunteer Screening

All volunteers over the age of eighteen (18) will be subject to a criminal background check, excluding those who are participating in a one-time group activity. Volunteers who do not agree to the background check will be refused an assignment at Hope Alliance. Additional screening measures may also be in place for those volunteers wishing to be placed in direct contact with clients. These procedures may include having reference checks completed, an interview with the Community Development Manager staff, and an interview with employees or service program volunteer leader. Individuals refusing to participate in this process will not be accepted for volunteer placement.

Hope Alliance will conduct an updated criminal background history check on every active volunteer, every three years. Before the updated check is conducted, the volunteer must sign authorization/waiver/indemnity forms, giving consent to Hope Alliance to perform the check including a fingerprint background check, if requested.

When an unfavorable background report is received, prior to acting, the agency will conduct an individualized service-relatedness determination. Hope Alliance will consider the specific problem and determine if it would adversely impact the specific volunteer position.

3.2 Orientation

Potential volunteers must attend a general orientation. This general orientation will include components to familiarize individuals with Hope Alliance, our services, and the opportunities available to volunteers.

3.3 Training and Certification

Volunteers working on a regular basis directly with survivors are required to go through the certified advocate training. The training is held in multiple sessions and includes a total of 32-40 hours, it is certified through the Office of the Attorney General, can be added to your resume, and taken with you to similar agencies nationwide. If a volunteer has completed training at a similar agency, some sessions may be waived. Decisions will be made on a case-by-case basis by the Chief Executive Officer.

Training topics will include:

- A brief history of the family and sexual violence movements,

- The need for and benefit of services,
- The dynamics of family and sexual violence,
- A brief summary of current Texas laws that address family and sexual violence issues,
- Crisis intervention,
- Hotline skills,
- Peer counseling techniques,
- Risk assessment and safety planning,
- Agency's policies and procedures,
- Agency's mission, philosophy and values,
- Confidentiality,
- Legal options for victims of family and sexual violence,
- Economic options for victims of family and sexual violence,
- Sensitivity to cultural diversity,
- Community resources,
- The need for community systems to be responsive to victims' needs,
- Applicable civil rights laws and regulations.

3.4 Training for Non-Direct Service Volunteers

Volunteers who wish to assist the agency with non-direct services have many areas from which to choose. For instance, these volunteers can provide administrative support, staff community booths, participate on a board committee, and assist with special events. Non-direct service volunteers will participate in a basic orientation regarding the agency's mission, philosophy, and values. In addition, they will receive training on the agency's policies and procedures, and confidentiality.

3.5 Placement

As soon as is practical following completion of a regularly scheduled training, the Community Development Manager will evaluate and assess the newly recruited volunteers' skills to determine their readiness to volunteer. Attention will be paid to the interests and capabilities of the volunteer as well as to the requirements of the volunteer position in placing a volunteer at Hope Alliance. Volunteer Services will introduce the volunteer to the appropriate supervisor.

The supervisor will then arrange for on-the-job training pertinent to the volunteer position desired and to schedule the volunteer. Should a volunteer, over the course of his or her time with the agency, wish to be re-assigned to a different position, he or she shall discuss it with Volunteer Services and receive the necessary training for that position, if appropriate for that role.

3.6 Continuing Education

In order to maintain the certification required to work directly with clients, volunteers must complete a minimum of six hours continuing education each year. This training will be offered by Hope Alliance on a quarterly basis and includes topics relevant to each active volunteer position.

3.7 Career Paths

Volunteers should be able to grow and develop their skills. They may be assisted in this

effort through promotion to new volunteer positions that will require greater responsibilities as desired and as appropriate. The Volunteer Services Program will assist the volunteer in maintaining appropriate records of his or her volunteer hours and trainings that may assist the volunteer in future career, internship, or volunteer opportunities.

Section V-4 Volunteering at Hope Alliance

4.1 Supervision

Each volunteer who is accepted to a position with Hope Alliance will have a clearly identified supervisor who is responsible for the direct, day-to-day management of that volunteer. The supervisor should also be available to the volunteer for guidance, support, and consultation.

Volunteers as Volunteer Supervisors:

A volunteer may serve as a supervisor of other volunteers, if s/he is under the direct supervision of a trained employee.

4.2 Conflict of Interest

Volunteers should avoid actual and potential conflicts of interests. Volunteers must not accept gifts valued at more than \$25.00 from clients, suppliers, or vendors. Volunteers must not accept personal fees or conduct transactions that result in personal benefit or gain to the volunteer.

4.3 Public Use of Hope Alliance Name

A volunteer may not officially represent Hope Alliance or use Hope Alliance's name, trademarks or other insignia without permission from the Chief Executive Officer or designee.

4.4 Dealing with the Media

Contact with the media should only be initiated or handled by the Chief Executive Officer, or designee. Volunteers who violate this policy may face corrective action, or dismissal. If you are unsure about whether an activity might violate this policy, then don't do the activity and ask questions of the CEO or the CEO's designee.

4.5 Access to Property and Materials

Volunteers will have access, as appropriate, to Hope Alliance property and materials which may be necessary to fulfill the duties of their positions. Property and materials should be utilized only when directly required for specific purposes of the volunteer position. We ask you to take care of Hope Alliance property and to report any problems to the Community Development Manager or your direct supervisor.

4.6 Reimbursement of Expenses

Volunteers may be eligible for reimbursement of certain expenses incurred while undertaking business for Hope Alliance. Before any expenditure, approval must be obtained from the volunteer's supervisor.

4.7 Absenteeism

Volunteers are expected to perform their duties on a scheduled and timely basis. If a volunteer should expect to be absent from a scheduled duty, it is his or her responsibility to

inform the Community Development Manager or your direct supervisor as far in advance as possible so that alternative arrangements may be made if necessary. Frequent absenteeism may result in a review of the volunteer's work assignment, corrective action, or dismissal.

4.8 Performance Reviews

All active volunteers will meet with the Community Development Manager or your direct supervisor bi-annually to review their experiences at Hope Alliance. This meeting is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on ways in which to enhance his or her relationship with the agency and his or her supervisor, to express appreciation to the volunteer, to determine the volunteer's continued interest in volunteering with the agency, and to make adjustments to the volunteer's position as necessary. Reviews will include both an examination of the volunteer's performance and a discussion of suggestions or concerns from the volunteer. Volunteer Performance Reviews will be coordinated by the Community Development Manager or your direct supervisor.

4.9 Corrective Action

Following performance review, corrective action may be taken if necessary. Examples of corrective action may include the requirement of additional training, re-assignment of the volunteer to a new position, change in supervisor, suspension of the volunteer, or, in the most extreme cases, dismissal of the volunteer. Should a volunteer feel that such corrective action is inappropriate, s/he may make a written appeal to the Community Development Manager.

4.10 Dismissal

Volunteers who refuse to adhere to the policies and procedures of Hope Alliance, who violate the Code of Ethics or Confidentiality Statement, or who are unwilling or unable to satisfactorily perform their volunteer duties may be subject to dismissal. Inappropriate behavior will be documented by the volunteer's supervisor and/or the Community Development Manager. The Community Development Manager will then facilitate the dismissal and document this in the volunteer's file. No volunteer will be dismissed without having an opportunity to discuss the reasons for possible dismissal with his or her supervisor and the Community Development Manager or your direct supervisor. If desired, s/he may appeal their status in writing to the Chief Executive Officer.

4.11 Leave of Absence

At the discretion of the supervisor and the Community Development Manager, a leave of absence may be granted with the understanding that the volunteer may return to service at the completion of this leave. No guarantee is made that his or her position will be available upon return. Upon return of a leave of absence, which is less than two years, the Community Development Manager will determine if re-training is necessary. Volunteers must re-train if the leave exceeds two years.

4.12 Inactive Status

Volunteers are encouraged to provide updates to the Community Development Manager as their availability changes and as their contact information changes. Volunteers may choose to become inactive from Hope Alliance when the volunteer no longer chooses to donate his or her time, or when the volunteer moves out of the area. Volunteers may be determined to be inactive if zero (0) volunteer hours are reported on the Volunteer Impact Report for a period of sixty days without making arrangement with the Community Development

Manager.

The Community Development Manager and volunteer supervisor may decide to inactivate a volunteer at any time between regularly scheduled volunteer performance reviews. Inactive volunteers may appeal their status in writing to the Community Development Manager. If further appeal is deemed necessary, the inactive volunteer may appeal his or her status in writing to the Chief Executive Officer.

4.13 Exit Interviews

Where appropriate and possible, volunteer exit interviews will be conducted by the Community Development Manager with volunteers leaving their positions. The interview will consist of determining the reasons why a volunteer is leaving, discussing any suggestions or ideas the volunteer has for improving the position or the process of becoming a volunteer, and the possibility of involving the volunteer with the agency in the future.

Section V-5 Workplace Behavior, Safety, and Security
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Hope Alliance is committed to treating volunteers and employees fairly and consistently. Volunteers and employees should treat each other with mutual respect. The environment should be safe, productive and peaceful. Direct communication that values opinions and feelings is encouraged. Dedication to a common mission drives our conduct.

5.1 Harassment Will Not Be Tolerated

It is our policy and our responsibility to provide our volunteers and employees with a workplace free from harassment. Harassment based on race, color, religion, national origin, gender, (including pregnancy), sexual orientation, gender identity, gender expression, age, disability, including HIV/AIDS, or any other status protected by law) undermines our workplace morale and our commitment to treat each other with dignity and respect. Accordingly, harassment will not be tolerated at Hope Alliance.

Harassment can take many forms, including but not limited to touching or other unwanted physical contact, posting offensive cartoons or pictures, using slurs or other derogatory terms, telling offensive or lewd jokes or stories, and sending email messages with offensive content. Unwanted sexual advances, requests for sexual favors and sexually suggestive gestures, jokes, propositions, email messages, or other communication all constitute harassment.

If you experience or witness any form of harassment, please immediately notify the Program Director or the Chief Executive Officer. If your complaint is with the Chief Executive Officer, report it to any member of the Executive Committee of the Board of Directors.

We encourage you to come forward with complaints—the sooner we learn about a problem, the sooner we can take steps to resolve it. Hope Alliance will not retaliate, or allow retaliation, against anyone who complains of harassment, assists in a harassment investigation, or files an administrative charge or lawsuit alleging harassment.

5.2 Whistleblower Policy

Any volunteer or employee who in good faith reports an illegal act, including discrimination and harassment, by any other volunteer, employee, or board member may not be dismissed

or subjected to retribution as a result of the report.

5.3 Violence Is Prohibited

We will not tolerate violence in the workplace. Violence includes physical altercations, coercion, pushing or shoving, horseplay, intimidation, stalking, yelling and threats of violence. Any comments about violence will be taken seriously—and may result in your immediate dismissal.

5.4 Appearance and Dress

It is the policy of Hope Alliance that each volunteer's dress, grooming, and personal hygiene are appropriate in appearance and safety for their work situation. Business casual is the standard for Hope Alliance and radical departures from conventional dress or personal grooming and hygiene standards are not permitted. Certain volunteers may be required to meet special dress, grooming, and hygiene standards, such as wearing uniforms, depending on the nature of their job.

Because all casual clothing is not suitable for the office, these guidelines will help you determine what is appropriate to wear to work. Clothing that works well for the beach, yard work, dance clubs, exercise sessions and sports contests are not appropriate for a professional appearance at work. Clothing that reveals too much cleavage, your back, your chest, your stomach or your underwear is not appropriate for a place of business, even in a business casual setting.

Even in a business casual work environment, clothing should be pressed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable. All seams must be finished. Any clothing that has words, terms, or pictures that may be offensive others is unacceptable. Clothing that has the agency's logo is encouraged.

Certain days may be declared dress down days (generally Fridays). On these days, jeans and other more casual clothing, although never clothing potentially offensive to others, are allowed. Sports teams, university, and fashion brand names on clothing are acceptable on dress down days.

5.4.1 Guide to Business Casual Dressing for Work

This is a general overview of appropriate business casual attire. Items that are not appropriate for the office are listed, too. The lists are not all-inclusive and both are open to change. The lists tell you what is generally acceptable as business casual attire and what is generally not acceptable as business casual attire. No dress code can cover all contingencies, so volunteers must exert a certain amount of judgment in their choice of clothing to wear to work. If you experience uncertainty about acceptable, professional business casual attire for work, please ask your Director.

5.4.2 Slacks, Pants, and Suit Pants

Slacks that are like Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, dressy capris, and nice-looking dress synthetic pants are acceptable. Inappropriate slacks or pants include jeans, sweatpants, exercise pants, yoga pants, Bermuda shorts, short shorts, shorts, bib overalls, leggings, and any spandex or other form-fitting pants such as the type people wear for biking.

5.4.3 Skirts, Dresses, and Skirted Suits

Casual dresses and skirts, and skirts that are split at or below the knee are acceptable.

Dress and skirt length should be at a length at which you can sit comfortably in public. Short, tight skirts that ride halfway up the thigh are inappropriate for work. Mini-skirts, skorts, sun dresses, beach dresses, and spaghetti-strap dresses are inappropriate for the office.

5.4.4 Shirts, Tops, Blouses, and Jackets

Casual shirts, dress shirts, sweaters, tops, golf-type shirts, and turtlenecks are acceptable attire for work. Most suit jackets or sport jackets are also acceptable attire for the office, if they violate none of the listed guidelines. Inappropriate attire for work includes: tank tops, midriff tops, shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans, halter-tops, spaghetti straps, tops with bare shoulders, sweatshirts, and t-shirts unless worn under another blouse, shirt, jacket, or dress.

5.4.5 Shoes and Footwear

Conservative athletic or walking shoes, loafers, clogs, sneakers, boots, flats, dress heels, dress sandals and leather deck-type shoes are acceptable for work. Flashy athletic shoes, thongs, beach flip-flops, and slippers are not acceptable in the office.

5.4.6 Jewelry, Makeup, Tattoos, Perfume, and Cologne

Should be in good taste, with limited visible body piercing and tattooing. Remember, that some individuals are allergic to the chemicals in perfumes and make-up, so wear these substances with restraint. Novelty buttons are not appropriate for the work environment.

5.4.7 Hair, Hats and Head Covering

Hats are not appropriate in the office. Head Covers that are required for religious purposes or to honor cultural tradition are allowed. Hair should be clean, combed, and neatly trimmed or arranged. Unnatural color, shaggy, or unkempt hair is not permissible regardless of length.

5.4.8 Conclusion

Any volunteer violation of this policy may result in disciplinary action, including but not limited to termination. Hope Alliance may ask any volunteer reporting to work or representing Hope Alliance that has an inappropriate appearance as described in this policy to leave the premises and/or change.

Hope Alliance must present itself as a professional, credible, qualified and trustworthy organization to clients, the community, government and individual supporters. It is the policy of Hope Alliance that each volunteer and employee's dress, grooming, and personal hygiene are appropriate in appearance and safety for their work situation.

All volunteers are expected to present a professional image to clients, allies, and the public. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted.

5.5 Telephone Monitoring

Hope Alliance reserves the right to monitor calls made from or received on Hope Alliance telephones, including private conversations. Therefore, no volunteer should expect that conversations made on Hope Alliance telephones will be private. Hope Alliance's telephone system is for business use only. If you must make or receive a personal call, please ask for permission first and keep your conversation brief. Extensive

personal use of Hope Alliance phones is grounds for corrective action or dismissal.

5.6 Safety

Volunteers should make every effort to ensure a safe and accident-free environment. Please report any unsafe conditions and immediately report any injury to your Program Director and the Chief Executive Officer.

5.7 Workplace Security

It is every volunteer and employee's responsibility to help keep our workplace secure from unauthorized intruders. Please check with the Office Manager or Human Resources Manager for the security precautions to take at the location of your volunteer assignment.

5.8 Possession of Firearms and Gambling

Possession of firearms is prohibited when conducting all Hope Alliance business whether you are on or off Hope Alliance Property.

Gambling is prohibited when conducting all Hope Alliance business whether you are on or off Hope Alliance Property, except in the cases where Hope Alliance includes gambling as part of a scheduled fundraising event such as a casino night, or when Hope Alliance is a beneficiary of proceeds from a third party's operation of a "casino-night" type of event.

5.9 Smoking Policy

Smoking is allowed outside, only. Volunteers who smoke are required to observe laws and regulations, and to smoke in designated areas only. This policy applies to all smoking materials including cigarettes, pipes, cigars and electronic cigarettes.

5.10 Alcohol and Illegal Drug Use

Hope Alliance recognizes drug and alcohol dependency as an illness and a major health problem, as well as a safety and security problem. Volunteers are prohibited from:

- Working under the influence of alcohol, unauthorized prescription drugs, or illegal drugs;
- Conducting Hope Alliance business while under the influence of alcohol, unauthorized prescription drugs, or illegal drugs;
- Possessing, buying, selling, or distributing alcohol, unauthorized prescription drugs, or illegal drugs on the worksite; or
- Possessing, buying, selling, or distributing alcohol, unauthorized prescription drugs, or illegal drugs while conducting Hope Alliance business.

5.11 Inspections to Enforce Drug and Alcohol Policy

Hope Alliance reserves the right to inspect volunteers and employees, their possessions, and their workspaces to ensure compliance with and to enforce our policy against illegal drug and alcohol use.

5.12 Personal Health Precautions When Volunteering in Direct Client Services Due to privacy concerns, Hope Alliance staff and volunteers may not be aware that some clients have a disease or may not be able to tell others. Please take personal health precautions while in service directly with clients. Section Eight (8) provides the Direct Service Health Liability Release.

5.13 Search Policy

Volunteers should not have an expectation of privacy in their workspaces, any other Hope Alliance property, or any personal property they bring to the workplace. Hope Alliance reserves the right to search the premises and personal property at any time, without warning, to ensure compliance with our policies on safety, workplace violence, harassment, theft, drug and alcohol use, and possession of prohibited items.

Section V-6 Computers, Email, and the Internet

Hope Alliance may provide volunteers with access to computer equipment, including an Internet connection and access to an electronic communications system, to enable them to perform their duties. Hope Alliance reserves the right to monitor computers, email and internet usage at any time, without warning, to ensure compliance with our policies.

6.1 Internet, Email and Computer Usage

The use of Hope Alliance automation systems, including computers, fax machines, and all forms of Internet/Intranet access, is for Hope Alliance business and for authorized purposes only. Brief and occasional personal use of the electronic mail system or the Internet is acceptable if it is not excessive or inappropriate, occurs during personal time (lunch or other breaks), and does not result in expense to Hope Alliance. However, at no time, should volunteers engage in the prohibited activities listed below.

Use is defined as "excessive" if it interferes with normal job functions, responsiveness, or the ability to perform daily job activities. Electronic communication should not be used to solicit or sell products or services that are unrelated to Hope Alliance's business; distract, intimidate, or harass coworkers or third parties; or disrupt the workplace.

"Material" is defined as any visual, textual, or auditory entity.

Use of Hope Alliance computers, networks, and Internet access is a privilege granted by management and may be revoked at any time for prohibited conduct carried out on such systems, including, but not limited to:

- Sending chain letters or participating in any way in the creation or transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate Hope Alliance purposes;
- Engaging in private or personal business activities, including use of instant messaging and chat rooms (see below);
- Misrepresenting oneself or Hope Alliance;
- Violating the laws and regulations of the United States or any other nation or any state, city, province, or other local jurisdiction in any way;
- Engaging in unlawful or malicious activities;
- Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm either Hope Alliance's networks or systems or those of any other individual or entity;
- Using abusive, profane, threatening, racist, sexist, or otherwise objectionable

language in either public or private messages;

- Sending, receiving, or accessing pornographic materials ("material" is defined as any visual, textual, or auditory entity);
- Becoming involved in partisan politics;
- Causing congestion, disruption, disablement, alteration, or impairment of Hope Alliance networks or systems;
- Maintaining, organizing, or participating in non-work-related internet blogs, web journals, "chat rooms", or private/personal/instant messaging;
- Failing to log off any secure, controlled-access computer or other form of electronic data system to which you are assigned, if you leave such computer or system unattended;
- Using recreational games;
- Defeating or attempting to defeat security restrictions on company systems and applications; or
- Using information about Hope Alliance or Hope Alliance's name in any web posting without the express permission of Hope Alliance's Chief Executive Officer or designee.
- Violation of this policy by a volunteer can result in corrective action, up to and including immediate dismissal.

6.2 Requests for Related Information

Hope Alliance will comply with reasonable requests from law enforcement and regulatory agencies for logs, diaries, archives, or files on individual Internet activities, e-mail use, and/or computer use.

6.3 Ownership and Access of Electronic Mail, Internet Access, and Computer Files

Hope Alliance owns the rights to all data and files in any computer, network, or other information system used in the organization.

6.4 Third-Party Software

Hope Alliance has licensed the use of certain commercial software application programs for business purposes. Third parties retain the ownership and distribution rights to such software. Volunteers may not create, use, or distribute copies of such software that are not in compliance with the license agreements for the software. Violation of this policy can lead to corrective action, up to and including dismissal.

6.5 Confidentiality of Electronic Mail

Hope Alliance reserves the right to monitor electronic mail messages (including personal/private/instant messaging systems) and their content, as well as any and all use of the Internet and of computer equipment used to create, view, or access e-mail and Internet content. Volunteers must be aware that the electronic mail messages sent and received using Hope Alliance equipment are not private and are subject to viewing, downloading, inspection, release, and archiving by Hope Alliance always. Hope Alliance has the right to inspect any and all files stored in private areas of the network or on individual computers or storage media in order to assure compliance with policy and state and federal laws.

Volunteers and employees may not access another individual's computer, computer files, or electronic mail messages without prior authorization from either the individual or an appropriate Hope Alliance official.

The release of specific information is subject to applicable state and federal laws and Hope Alliance rules, policies, and procedures on confidentiality. Existing rules, policies, and procedures governing the sharing of confidential information also apply to the sharing of information via commercial software.

It is a violation of Hope Alliance policy for any volunteer to access electronic mail and computer systems files to satisfy curiosity about the affairs of others. Volunteers found to have engaged in such activities will be subject to corrective action, up to and including dismissal.

It is a violation of Hope Alliance policy for any volunteer to include identifying client information in any email or other electronic transmission, except by secure fax between Hope Alliance locations or to a third-party secure fax with an appropriate release.

6.6 Electronic Mail Tampering

Electronic mail messages received should not be altered without the sender's permission; nor should electronic mail be altered and forwarded to another user and/or unauthorized attachments be placed on another's electronic mail message.

6.7 Policy Statement for Internet/Intranet Browser(s)

The Internet is to be used to further Hope Alliance's mission, to provide effective services of the highest quality to clients and staff, and to support other direct job-related purposes. Supervisors should work with volunteers to determine the appropriateness of using the Internet for professional activities and career development. The various modes of Internet/Intranet access are Hope Alliance resources and are provided as business tools to volunteers who may use them for research, professional development, and work-related communications. Limited personal use of Internet resources is a special exception to the general prohibition against the personal use of computer equipment and software.

Volunteers are individually liable for any and all damages incurred as a result of violating company security policy, copyright, and licensing agreements. All Hope Alliance policies and procedures apply to volunteers' conduct on the Internet, especially, but not exclusively, relating to: intellectual property, confidentiality, company information dissemination, standards of conduct, misuse of company resources, anti-harassment, and information and data security.

6.8 Mobile Device Usage Policy

6.8.1 Brief & Purpose

Hope Alliance's mobile device policy is designed to express the agency's attitude towards the use of these devices in the workplace. We recognize that they (and smartphones in particular) have become an integral part of everybody's life. We are also certain that they can be a great asset in the workplace if used correctly (for productivity apps, calendars, business calls etc.).

However, we have observed that mobile devices may also cause problems when used

imprudently or excessively.

6.8.2 Scope

This policy applies to all volunteers.

6.8.3 Policy Elements

Despite their benefits, mobile devices may be cause for significant problems in the workplace related to safety, privacy, security, confidentiality, and productivity:

- The distraction of volunteers by regularly checking their devices,
- The time subtracted from actual working hours by the mundane use of mobile devices,
- The interference on colleagues' jobs by speaking on the cell phone,
- The security issues from inappropriate use of company-issued equipment or misuse of the agency's internet connection,
- The accidents that may occur when volunteers use their mobile devices inside vehicles or near forbidden areas.

Hope Alliance expects its volunteers to use their mobile devices prudently during working hours. Excessive use for non-business purposes means a decline in efficiency. It is therefore, to the benefit of all for volunteers to consciously restrict their personal use of cell phones and other mobile devices.

Volunteers should provide family and friends with their direct phone number and/or the organization's hotline number so that they can be reached during work hours when necessary.

The following rules always apply for both company-issued and personal phones/mobile devices:

- Electronic communication with or about a current or potential client, including email and text messaging, is strictly prohibited.
- The use of a mobile device for any action while performing work-related driving is prohibited.
- The use of a mobile device within earshot of someone else's work space during working hours is not allowed.
- The download or upload of inappropriate, illegal or obscene material through the agency's internet connection is prohibited.
- The use of a mobile device's camera or microphone is strictly prohibited without prior authorization from an immediate supervisor.
- Volunteers cannot use their mobile devices in client waiting rooms, counseling rooms, cubicle areas, or where there is an explicit prohibition sign.
- Mobile devices are not be taken into client sessions, support group meetings, business meetings, conferences, presentations, trainings, brainstorming sessions, or team-building sessions.
- Volunteers must always turn off their mobile devices or keep them on vibrate.
- Surfing the internet, texting and talking on the mobile device should be restricted to a few, scheduled minutes per day.

Volunteers can use their phones:

- During breaks and meal times,
- While in a stationary vehicle,
- To briefly check important messages, with prior authorization from an immediate supervisor.
- To make brief personal calls away from the work space of colleague, with prior authorization from an immediate supervisor,
- To make business calls while away from the office,
- To use productivity apps or other job useful tools, with prior authorization from an immediate supervisor.

The following guidelines should be observed when using a mobile device in the workplace:

- Maintain a low voice or find a quiet place to talk such as the employee and volunteer break room or outside,
- Delineate the difference between professional communication and personal communication:
 - Do not use texting syntax, for instance, when sending business emails or when discussing personal situations in a common area.
- Remember that using a mobile device in the workplace reduces your expectation of privacy.
- Volunteers should immediately report to their immediate supervisor or the CEO if they feel harassed through text messages or emails sent from another's mobile device.
- The signature in emails sent from mobile devices should be the same as those sent from desktop or laptop computers and should not identify that the email was sent from a mobile device

6.8.4 Mobile Security

In order to protect the network and data of Hope Alliance, all volunteers must abide by these security policies.

Any mobile device that stores any data owned by Hope Alliance, whether owned by Hope Alliance or an individual volunteer, must have the following security measures put in place:

- A screen lock (may be known by other names on different devices) must be implemented to require a password or code to be entered after being idle for 3 minutes or more.
- Staff members must not use the default passwords provided by their mobile device or voicemail service but must create a new one.
- All location services including GPS must be turned off during work hours.
- All confidentiality policies and guidelines established for the use of laptops and desktop computers apply to the use of mobile devices.
- No volunteer may add data owned by Hope Alliance to their mobile device without the express permission of their Program Director. Permission will be based on the need for mobile access such as the need to regularly

receive urgent messages or regularly work off-site. Data includes, but is not limited to, email, files, and database access through applications or web browsers.

In addition to the items listed above, an individual who is given a mobile phone owned by Hope Alliance or granted permission to add data owned by Hope Alliance on their mobile device agrees to the following:

- They will report any loss or theft of their mobile device to an immediate supervisor within 24 hours.
- They consent to having their mobile device's data wiped by our network support staff in the event of loss or theft to protect any data stored on the device.
- They agree to abide by best practices as outlined in this and other technology policies, which can be amended by Hope Alliance at any time.

6.8.5 Disciplinary Consequences

The company retains the right to monitor volunteers for excessive or inappropriate use of their mobile devices. If it is discovered that a volunteer's usage causes a decline in productivity or interferes with the smooth workflow in the workplace, the company will ban that volunteer from using their mobile device. For an action violating this policy the volunteer may face severe disciplinary action up to and including termination.

6.9 Personal Electronic Equipment

Hope Alliance prohibits the use of any type of camera on a phone, digital camera, video camera, or other form of image-recording device in the workplace without the express permission from an individual member of the Hope Alliance Management Team (CEO, VPs, Managers, and Directors) and from each person whose image is recorded. Volunteers with such devices should leave them at home unless expressly permitted by Hope Alliance to do otherwise. This provision does not apply to designated Hope Alliance volunteers who must use such devices in connection with their positions as volunteers. Violation of this policy, or failure to permit an inspection of any device covered by this policy, may result in corrective action, up to and including immediate dismissal. In addition, the volunteer may face both civil and criminal liability from the Company or from individuals whose rights are harmed by the violation.

Section V-7 Hope Alliance Complaint Policy

7.1 Complaint Procedures

Hope Alliance is committed to providing a safe and productive work environment, free of threats to the health, safety, and well-being of our workers. These threats include, but are not limited to, harassment, bullying, discrimination, violations of health and safety rules, and violence.

Any volunteer who witnesses or is subject to inappropriate conduct in the workplace may complain to an individual member of the Hope Alliance Management Team (CEO, VPs, and Managers). If their complaint is with the Chief Executive Officer, the complaint may go to any one member of the Executive Committee of the Board of Directors. Inappropriate

conduct includes any conduct prohibited by our policies about harassment, discrimination, discipline, workplace violence, health and safety, and drug and alcohol use. In addition, we encourage volunteers to come forward with any workplace complaint, even if the subject of the complaint is not explicitly covered by our written policies.

We encourage you to come forward with complaints immediately, so we can take whatever action is needed to handle the problem. Once a complaint has been made, the appropriate individual will determine how to handle it. For serious complaints alleging harassment, discrimination, bullying and other illegal conduct, we will immediately conduct a complete and impartial investigation. All complaints will be handled as confidentially as possible. When the investigation is complete, Hope Alliance will take corrective action, if appropriate.

We will not engage in or allow retaliation against any volunteer who makes a good faith complaint or participates in an investigation. If you believe that you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, report the conduct immediately to the Chief Executive Officer, or if the complaint is with the Chief Executive Officer, to the President of the Board of Directors.

Section V-8 Confidentiality and Ethical Conduct Policy

8.1 Confidentiality - Client Relations

All employees, interns, volunteers and Board members shall always maintain confidentiality regarding case records and hotline calls, except as required by law or in the case of a potential suicide or homicide. All volunteers who have access to client records shall secure the client records in locked cabinets. Violation of this policy is grounds for immediate dismissal.

8.1.1 Extent of Confidentiality

The confidentiality policy, with the Hope Alliance environment, extends beyond the time of services or employment for victims, employees, board members, interns and volunteers.

All administrative records at Hope Alliance are confidential. Communications and observations whether made by adults or children, are also confidential and may not be disclosed during the time services are given or after services terminate. Residents and their children, as well as staff, board members, interns and volunteers are also reminded the address and location of the shelter is held strictly confidential in order to maintain safety for both the shelter residents and the staff. Disclosure of confidential information requires the written permission of the individual involved on a release form.

8.1.2 Exceptions to Confidentiality

State law requires anyone who suspects that a child, a person over age 65, or someone with a suspected disability is at risk of neglect or abuse file a report with the proper authorities. If a volunteer suspects or observes abuse, the volunteer is required to report it to their immediate supervisor or Chief Executive Officer immediately. This Hope Alliance authority will assist the volunteer in filing the report, if appropriate.

8.2 Client-Employee/Volunteer Relations

Hope Alliance employees and volunteers shall always maintain a professional relationship with clients. It is unacceptable for employees or volunteers, providing either direct or indirect services, to establish a personal relationship with a client. A client is defined as any individual seeking or currently receiving services and/or information either in person or by telephone or who has received services and/or information either in person or by telephone within the past three (3) years. Violation of this policy may be grounds for immediate dismissal.

Because of the grave importance of keeping certain information confidential, Hope Alliance follows practices designed to alert employees and volunteers to sensitive and confidential information, to limit access to that information, and to inform employees and volunteers about what disclosures are and are not acceptable. We expect employees and volunteers to follow these procedures.

Employees and volunteers who fail to do so face discipline, up to and including termination. To find out more about these procedures, refer to Hope Alliance's Standard Operating Policies and Procedures. If you have any questions about these procedures, contact the Chief Executive Officer.

8.3 Confidentiality of Shelter and Transitional Housing Location

No one associated in any capacity with Hope Alliance shall divulge the location of the Hope Alliance shelter. Revealing the location of the shelter or transitional housing apartments could jeopardize the safety of the shelter residents and Hope Alliance volunteers and employees. Doing so could result in immediate termination.

8.4 Code of Ethical Conduct

Central to Hope Alliance's operations is its policy of Ethical Communication, which requires employees and volunteers to refrain from gossip, disruption of the workplace and personal attacks on other co-workers. Attempts to resolve conflicts shall first be made by the offended party in a direct, professional manner with the offending party. If said approach does not work to resolve the conflict, then people who are able to correct or adjust the problem shall be asked to help.

It is the policy of Hope Alliance that all employees and volunteers will perform their respective duties in connection with Hope Alliance in an ethical manner. Furthermore, all employees, board members, interns, volunteers, and consultants will meet or exceed the code of ethics of their various professional organizations and to the standards established by their licensing or accrediting bodies.

Section V-9 Direct Service Health Liability Release
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I understand that while volunteering at Hope Alliance I may encounter infectious and contagious diseases such as chicken pox, ringworm, salmonella, pink eye, hepatitis B, tuberculosis, HIV, AIDS, and other types of diseases.

I understand that Hope Alliance may not be aware that some of the clients have a disease, and that, even if the staff is aware, they may not tell other persons due to privacy concerns. I also understand Hope Alliance is not undertaking any duty to determine whether a client

has a disease.

I understand that it is my personal choice as to the precautions I wish to take. While I understand that Hope Alliance is in no way undertaking the responsibility of advising me as to appropriate precautions to take, I am aware that health officials recommend thorough and frequent hand washing, wearing disposable gloves while cleaning up spills of blood, saliva, urine, feces or vomit and using a mouthpiece for mouth-to-mouth resuscitation.

I also understand that as a direct service volunteer, I am not covered by Worker's Compensation Insurance. As considering for participation in activities offered by Hope Alliance as a volunteer, I agree that I, my assignees, heirs, guardians and legal representatives will not make claim against, sue or attach the property of Hope Alliance, its directors, officers, agents, employees, or volunteers for injury, illness, or damage resulting from negligent, intentional, or other acts. I expressly waive any such claims that I may have now or in the future against Hope Alliance.

I have carefully read Hope Alliance’s Direct Service Health Liability Release and I fully understand its contents. I am aware that this is a release of liability and it affects my legal rights. I have made the choice to be a direct service volunteer for Hope Alliance and I am agreeing to the Direct Service Health Liability Release of my own free will.

Volunteer Printed Name Date

Volunteer Signature Date

Volunteer Program Representative Date

Section V-10 Volunteer Acknowledgement & Signature Page

Volunteer Acknowledgement

I have received a copy of the Volunteer Policy Manual. I have read, understand, and will abide by the Policies and Procedures of the Williamson County Crisis Center dba Hope Alliance Volunteer Program.

Volunteer Printed Name Date

Volunteer Signature Date

Acknowledgement and Agreement to the Confidentiality and Ethical Conduct Policy

I have read and understand Hope Alliance’s Confidentiality and Ethical Conduct Policy. The safety and well-being of clients as well as the integrity of Hope Alliance depends on my respect for the privacy of our clients. I agree not to give out the location of the shelter.

Volunteer Printed Name Date

Volunteer Signature Date

Volunteer Program Representative Printed Name Date

Volunteer Program Representative Signature Date