



# Volunteer Guidelines

Fellowship Square provides affordable housing and services for older adults. We offer a full schedule of enriching programs and activities for residents, including a variety of exercise classes and wellness programs that we provide monthly with the help of volunteers and specialists. In order to help us to achieve these goals, please read and observe the following while serving as a volunteer.

## \_\_\_Before You Begin Volunteering\_\_\_

1. **All volunteers** must complete a volunteer application. Please note that certain sites and activities require volunteers to be age 18 or over.
2. **Ongoing volunteers** must participate in an individual interview with volunteer program staff and confirm volunteer opportunities that may be a good fit.
3. **Ongoing volunteer applicants, 18 years old and above** must provide written consent for Fellowship Square to conduct the appropriate background checks (ex. criminal history background check, child protective services registry check, driver's record check) and reference checks.

## \_\_\_While You Are Volunteering\_\_\_

1. If you are under 18 years, make sure that a parent or adult accompanies and volunteers alongside you at all times while volunteering at Fellowship Square program sites where youth volunteers are permitted.
2. Record the time you spend volunteering by either signing in the volunteer logbook (located at program sites) or by following up with the staff member supervising your activity (if volunteering off site).
3. Arrive on time, fulfill the commitment you have made with your assignment and contact the staff member supervising your volunteer activity if you are unable to do so.
4. If you have any concerns or problems regarding your volunteer assignment, communicate them to the staff member supervising your volunteer activity as soon as possible.
5. Obtain approval by Fellowship Square prior to using the Fellowship Square logo, brochures and promotional materials.
6. Do not drive any Fellowship Square vehicles without prior approval.
7. Do not use alcohol and/or illegal drugs while volunteering. Any volunteer found intoxicated or possessing alcohol and/or illegal drugs will be asked to leave the program site immediately and will lose all Fellowship Square volunteer privileges. In addition, smoking is not permitted in any program sites.
8. Do not engage in conversation or distribute literature to Fellowship Square residents expressing political or religious views.
9. Conduct yourself in a professional manner and dress conservatively/appropriately while volunteering.
10. In order to provide the best possible services to Fellowship Square residents, do **not** do the following unless specifically instructed and agreed upon by staff:
  - Do not counsel clients or question them about personal matters.
  - Do not lend or give any money (or personal belongings) to residents.
  - Do not transport clients in your vehicle without Fellowship Square' approval

\_\_\_ **Consent for Photography**\_\_\_ I give permission to Fellowship Square to take my photograph while volunteering and use my photograph in digital, print or video format for any purpose, including, but not limited to, printed marketing materials and on the internet.

\_\_\_ **Pledge of Confidentiality**\_\_\_ I understand that as a volunteer of Fellowship Square, I may be exposed to information pertaining to clients of Fellowship Square, including, but not limited to data, files, records, case records, documents and conversations, which are strictly confidential. I will not disclose to any individual not connected with Fellowship Square any of the above information about any resident without his or her written permission.

- I **will** share any information about a resident with the staff member at Fellowship Square supervising my volunteer participation and/or a Fellowship Square volunteer program staff member.
- In the event of my withdrawal or resignation, I will continue to hold in strictest confidence all information related to the work in which I have been involved and the residents who I have served at Fellowship Square.

\_\_\_ **Mandatory Reporting of Abuse and Neglect**\_\_\_ Fellowship Square volunteers shall report suspected abuse or neglect immediately to staff on duty and to the Volunteer Coordinator. Staff will call Adult Protective Services with the volunteer to report the suspected abuse or neglect.

\_\_\_ **Release of Liability**\_\_\_ I understand that the nature of the volunteer activities typically performed at Fellowship Square may involve physical activity, contact with unidentified and unfamiliar persons, travel to and from various locations and other potential risk of injury. Knowing this, I still wish to volunteer and hereby assume the risk of injury and agree to hold Fellowship Square harmless from any liability for injury to my person or property. I will also sign the *Volunteer Acceptance, Release and Waiver of Liability* document.