

Volunteer Handbook

Community HousingWorks 2020

Table of Content

About Us- CHW

CHW Mission & Values

CHW Portfolio

About Us- Resident Programs

Community Center Group Agreements

Volunteer Process

How to apply to be a volunteer

Volunteer Opportunities

Next Generation Success- Study Stars Volunteer

One Time Volunteer

Activity Volunteer

Health & Wellness Volunteer

Volunteer Forms

Volunteer Release and Waiver of Liability Form

Volunteer Confidentiality agreement

Parent Consent Form

Mandated Volunteer Acknowledgement

Face Covering Policy

Policies & Procedures

Attendance

Commitment

Confidentiality Agreement

Brand Use & Social Media

Mandated Reporting Requirements

Cellphones

Identification

Parking

Youth Volunteers

Professionalism

Background checks

Dress Code

Conflict of Interest

Monitoring/Feedback

Training

Change of placement

Resident Concerns

Visitors and Recruitment

General Guidelines for Volunteer during COVID 19

Sexual Harassment in the Workplace

Conduct

End of service

Termination

About CHW

CHW Mission:

“Opportunity begins with a stable home. Community HousingWorks provides and builds life-changing affordable apartments communities with resident-centered services for working families, seniors and people with disabilities to forge strong futures.”

Founded in 1988, Community HousingWorks (CHW) is a nationally recognized nonprofit organization that develops rehabilitates preserves and operates affordable apartment communities in San Diego and throughout California.

Our unique approach extends beyond an affordable place to call home. In addition to providing working families and seniors with stable homes in healthy communities, we layer in powerful programs, services and connections to resources. These tools help people attain financial stability, improve their health and overall well-being, and set school-age children up for success in the classroom and beyond.

Our Values

• Service above self

We practice selfless service to our communities; we serve our residents and stakeholders first; we exemplify teamwork and commitment to all of CHW, not just our one part; we practice servant leadership. People feel that we act from a place of compassion.

• Reach for excellence

We go for the gold when it matters most; we go the extra mile for our residents, stakeholders, and community; we are committed to quality that we can be proud of; we will not be ordinary. People trust us to deliver top quality work.

• Respect people’s dignity and believe in their potential

We humbly commit to recognize and overcome bias in the world and at CHW; we believe in people and their self-reliant capacity to take action; we commit to developing residents, staff, volunteers and board to their potential. People can feel our respect for their dignity.

• Find a way or make a new one

We are determined and in it for the long haul; we own the work; we problem solve; we are not afraid to do hard things; we take smart risks; we innovate. People trust us to get the job done, often creatively.

• Do what you say and own all you do

Our words match our actions; we take responsibility for our victories and our mistakes; our mistakes are learning opportunities, and we own them all. People trust us to honor our commitments and speak the truth.

CHW Portfolio:

CHW has developed and acquired over 3,670 rental apartments in 42 communities statewide, serving more than 9,000 working families, children and seniors in San Diego, Los Angeles, Fresno, and the San Francisco Bay Area.



Our Communities San Diego County



North Santa Fe
Vista, CA

Our Mission

Opportunity begins with a stable home.

Community HousingWorks builds and provides life-changing affordable apartment communities with resident-centered services for working families, seniors, and people with disabilities to forge stronger futures.



North Park Seniors
San Diego, CA

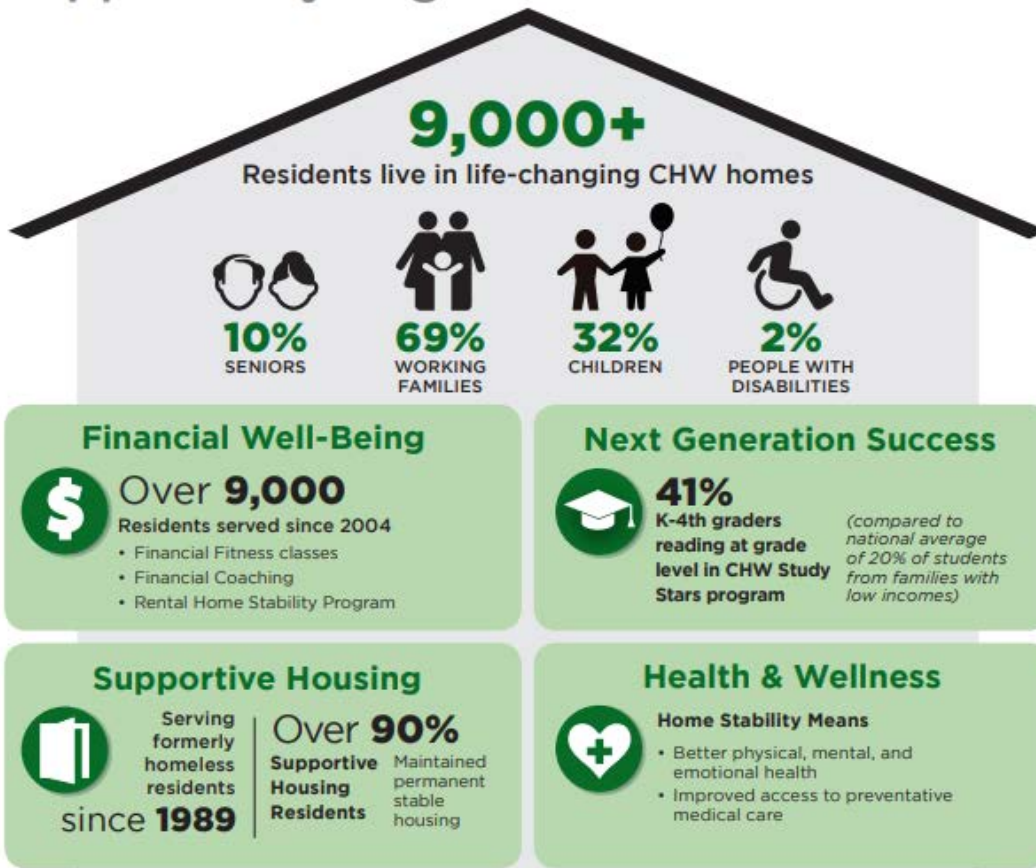




Our Residents



Opportunity Begins With A Stable Home



About Us- Resident Programs

At Community HousingWorks, our homes are platform for resident success. With a safe, stable home and access to our Achieve programs, residents can achieve life-changing goals for themselves, their families and their communities

Next Generation Success

For over 20 years, CHW has offered educational supports to youth to break the cycle of poverty. Our **Study Stars** focuses on achieving grade level reading for K-5 grade students. Study Stars incorporates interactive e-learning technology with positive community building. Our **Achieve Club** is a leadership development and mentorship program for high school youth. Or **Valor Scholarship** is offered to CHW youth and adult residents to support post-secondary education and career pathways.

Financial Well-Being

Our innovative programs have served nearly 10,000 residents since 2004. **Rental Home Stability Program** (RHSP) helps households at risk of eviction regain stability with accredited financial coaches and payment plans. RHSP has an 80% success rate and was nationally recognized as one of seven best practices programs. Our Financial Fitness Class uses a group-coaching model to help residents more effectively manage their money and make positive financial choices to meet self-identified goals, including budgeting, savings, and credit.

Health and Wellness

We connect residents with community partner's program in order to prevent disease, strengthen the independence of senior and disable residents, promote healthy lifestyle, and support self-empowered residents to manage their own health. CHW implements Live Well San Diego's **Resident Leadership Academies** at several communities. CHW also provides residents with the **Diabetes Prevention Program** for at-risk and pre-diabetic residents and **Project Dulce** for seniors with Type 2 diabetes, in partnership with Scripps Whittier Diabetes Institute.

Supportive Housing

Since 1989, CHW has been providing supportive and permanent supportive housing with essential social services for residents provided by local services partners. Permanent supportive housing residents may come from homelessness or have destabilizing disability, such as mental illness, a substance abuse disorder, or veteran post-traumatic stress disorder. Other supportive housing benefits developmentally disabled adults, at risk young mothers, or transition age youth leaving the foster care system.

CHW Community Center Group Agreements

The Volunteer program Behavior Polices are centered around Restorative Practices; making every moment a teachable one. The behavior polices focus on establishing a safe environment through Group Agreements- a clear of group expectations design by youth, volunteers, and staff.

COMMUNITY CENTER GROUP AGREEMENTS I AGREE TO.....

- BE KIND AND RESPECTFUL
- BE A TEAM PLAYER
- CELEBRATE EACH OTHER'S SUCCESS
- CREATE A SAFE SPACE
- SUPPORT AND TRUST EACH OTHER
- LEARN AND HAVE FUN!



Group Agreements are used to create an inclusive, safe and respectful shared space. Group Agreements also help to promote positive behaviors; enhancing the residents experience for all CHW communities.

Volunteer Process- How to apply to be a volunteer

Thank you so much for your interest in volunteering with Community HousingWorks (CHW). Volunteers are the lifeblood of our organization, giving hundreds of hours each month so we can continue our mission. This manual includes all the information you need to get started. Due to COVID-19 Volunteer efforts shifted from onsite to virtual efforts. The policies outlined in this handbook may be changed at any time at the sole discretion of the organization. We look forward to welcoming you to the team!

The following information is attached and required in order to begin volunteering at CHW (except our one-time volunteers must complete the following steps)

1. **Complete Volunteer Application online:** <https://chworks.org/volunteer-training>
2. **Background Check & Sign Volunteer Forms**

Please understand that the security of our residents is of utmost importance to us. If you have already been fingerprinted for another organization, you will still need to complete this process prior to volunteering at Community HousingWorks. Download the LiveScan form and bring to [a LiveScan location](#). The cost to get the basic live scan is \$17-\$25, but once it is cleared, CHW will reimburse the cost you are able to submit for reimbursement once you begin your service to volunteer@chworks.org

* If under 18, volunteers will be asked to submit one **Recommendation Form and Parent Consent Form** in lieu of formal background check. The recommender should be a teacher, mentor, or close family friend. Volunteer must click link, cut/paste into an email for their recommender, note this is waived for one-time volunteer. There are only 8 short questions to answer, and should take about 30 minutes or less to complete.

All volunteers must signed and submit the following forms:

CONFIDENTIALITY AGREEMENT

VOLUNTEER WAIVER & RELEASE OF LIABILITY

MANDATED REPORTER ACKNOWLEDGMENT FORM

FACE COVERING POLICY

Once you have completed the fingerprinting, please return all forms and receipt to volunteer@chworks.org

3. **Read Volunteer Handbook and take Quiz** and learn about the roles and responsibilities of our volunteers. When finished, follow the link to take our 10 question quiz. <https://www.surveymonkey.com/r/volunteer-policy-quiz>

4. **Connect with staff and schedule Virtual Training:** Once you have completed all application steps, our Community & Volunteer Specialist will connect you with appropriate staff to schedule your training and shift

I hope this information gets you excited about all the wonderful volunteer possibilities here at CHW. We truly appreciate your interest and support of our programs. Our programs would not be possible without the work of volunteers each month. If you have any questions or need additional information, please contact us at volunteer@chworks.org

Volunteer Opportunities

Most of our Volunteer Opportunities are “on-going”, meaning that we need volunteers on a regular basis year- either round or for a full season. Listed below are the types of volunteer opportunities that we typically have in the community centers:

Next Generation Success- Expanding Learning Virtual Tutors

Due to the circumstances surrounding COVID-19, CHW tutors and students are meeting exclusively via remote tutoring for the foreseeable future.

Study Stars is a program serving elementary school age students within CHW Community Centers virtually. Study Stars focuses on working collaboratively with volunteers, parents and community partners to provide academic support and enrichment opportunities for young CHW residents. Within the Study Stars program, volunteers lead virtual activities like reading/games, storytelling, homework tutoring, and virtual community building activities. Volunteers can work one-on-one or with small groups of students to ensure the kids remain on task and prioritize effectively. Volunteers also have resources at hand to help youth lookup information and problem solve various difficulties. (Shifts are generally Monday through Thursday between the hours of 9 am to 6 pm, with the average session lasting 1hr.)

Responsibilities & Requirements

- Tutors are responsible to guide student(s) in utilizing their skills to understand and work on homework assignments in various elementary subjects, including but not limited to: English, math, literature, history, science etc. and I-Ready
- Tutors provide students with strategies in completing homework and time-management
- Tutors are required to create a positive, encouraging, safe environment for students to learn and develop their skills
- Tutors are flexible, patient, and willing to troubleshoot any technological or academic challenges
- Tutors are responsible to communicate with CHW Staff regarding any issues or availability changes
- Tutor must be 16 years of age or older
- Tutor must have access to laptop, computer, or other devices suitable for tutoring with access to Zoom and wi-fi connection

Behavioral Guidelines

- All youth, parents, and volunteers are expected to fully participate in all activities unless otherwise excused.

- Anyone under the influence of alcohol or drugs, or suspected of being under the influence of alcohol or drugs should not be allowed to participate. No physical or verbal harassment and no possession of weapons of any kind will be tolerated
- Private chats or texts are not allowed between student and parent during virtual session
- No video or audio recording without signed authorization of the responsible parent/guardian
- Volunteers are not permitted to exchange phone numbers and social media information with youth, and are not permitted to communicate by text, calls or social media before, during or after the program
- Volunteers are expected to discuss only age appropriate topics with the youth: follow the lead of the curriculum. If in doubt, ask
- Volunteers are not permitted to spend personal time with participants outside of structured programs and events
- Volunteer tutors are expected to assist the Community Building Coordinator/Group Leader as directed
- No screen shots are allowed to be taken at the session by anyone
- A parent/guardian or CHW staff must be present during the sessions. If this is not the case, please report to your direct supervisor

Characteristics/Skills

- Strong interpersonal skills and the ability to work with a diverse population.
- Self-motivation, initiative with a high level of energy
- Ability to listen to student and follow community center group agreements.
- Interact with student participant's parents(s) and or guardian(s)

Shifts: Be able to work directly with students in our virtual classroom for at least 1hr a week Monday-Thursday.

Benefits: The benefits of volunteering during the virtual program are many. Working with students gives volunteers a better understanding of the community. Volunteers will receive incentives, recommendations for job or colleges, access apply for the CHW Valor Scholarship (residents only), access to CHW one on one Financial Coaches, CHW identification badge, professional training, and priority access to other beneficial products, tickets, or programs as available.

Training: Receive virtual training on CHW's programs and services, as well as community center policy and usage structure.

Guidelines for setting up a tutoring session virtually for volunteers

Please follow the following protocols when setting up a virtual session:

- During session, tutor must be present and visible. Not a blank screen or a picture of your self. You need to be visible from at least the eye up
- Have everything handy that you might need for the tutoring session (paper, pencil, textbook etc.)
- Requires device to be named so that the student/parent knows who they are

- Choose a location. Prior to starting your session, plan ahead and choose a quiet location that allows you to concentrate and hear and communicate with the student and parent
- Read all pertinent material provided by CHW staff and try to work all parts of the assignment prior to the tutoring session. This will allow you to ask specific questions and pinpoint exactly where you may have difficulties
- Under no circumstances tutors are allowed to use other student's photos, web images or memes of any kind. This remains an academic environment.
- Test your technology. Be ready with a webcam and speakers or a headset, if applicable

One-Time Volunteer

A one-time volunteer is a volunteer who assists with special community events including, but not limited to: Summer BBQ, Community Clean up, winter event and more through a one day event. Service hours and length will vary, often short-term volunteers assist for 3 hours or less for a community service event. This position helps to extend the resources within the community to better assist and direct the needs of CHW residents. CHW can also accept small groups of volunteers for these activities as needed. One time volunteer opportunities will be announced to those in the CHW network when available.

*In alignment with CDC, state and local officials' guidance and out of abundance of caution, CHW Achieve Resident Services is taking the following steps to keep the health and well-being of our residents, staff, volunteers and general community: **We will be closing programming portfolio-wide, effective March 16th** in National City, North Park, City Heights, Lakeside, Poway, Escondido, Oceanside, Vista, Carlsbad, Fallbrook, Pasadena, Azusa and Fresno. Please visit www.chworks.org/volunteer to learn more about our virtual volunteer opportunities.*

Examples of One-Time volunteer tasks can include:

- Sharing a special skill or occupation to enrich resident learning
- Preparing materials or assisting with a Health & Wellness, Study Stars & Financial Education activity or event
- Assist on event set-up, serving food, greeting residents, and registration or clean up during a community event
- Preparing or coordinating the donation of community resources such as books, snacks, art supplies, event materials, etc. (with approval of CHW staff)

Characteristics/Skills

- Strong interpersonal skills and the ability to work with a diverse population
- Ability to work as part of a team
- May need to lift and move heavier items and be on their feet for extended periods

Shifts: This position requires flexible hours and will work directly with on-site staff or leaders. Schedule & tasks should be established with the on-site staff prior to coming to the event. The maximum number of placements for this position varies by need. Check CHW's VolunteerMatch page for opportunities.

Benefits: One time volunteers have the opportunity to learn new skills from professionals, meet others in the community while supporting CHW values and mission.

Training: Receive **Virtual** training on CHW's programs and services, as well as community center policy and usage structure.



Activity Volunteer

Purpose:

An activity volunteer is someone who facilitates community engagement activities on an ongoing basis. Their goal is to get residents involved in using creativity and imagination on a one-to-one basis or in small groups during an event/workshop. The Activity Volunteer provides leadership to the program and serves as a positive role model to residents. Requires 1-2 hours commitment.

In alignment with CDC, state and local officials' guidance and out of abundance of caution, CHW Achieve Resident Services is taking the following steps to keep the health and well-being of our residents, staff, volunteers and general community: We will be closing programming portfolio-wide, effective March 16th in National City, North Park, City Heights, Lakeside, Poway, Escondido, Oceanside, Vista, Carlsbad, Fallbrook, Pasadena, Azusa and Fresno. Please visit www.chworks.org/volunteer to learn more about our virtual volunteer opportunities.

Examples of tasks can include:

- Brainstorm and suggest new ideas for engaging CHW residents
- Preparing materials or assisting with a Health & Wellness, Study Stars program, Financial Education activity or event
- Assist in the creation of arts and crafts activities/projects (bead-making, card-making, etc.)
- Help with set-up, and clean-up of materials
- Research sources for or donate resources for activities
- Clean up after activities and keep the community room and other areas clean
- Help inform the community of upcoming events through the creation and distribution of flyers.

Characteristics/Skills

- Strong interpersonal skills and the ability to work with a diverse population
- Ability to work as part of a team
- Patient instructor with strong delegation skills

Shifts: This position required flexible hours and will work directly with on-site staff or other appropriate staff. Schedule & tasks should be established with the on-site staff before the first shift.

Benefits: Volunteers will receive incentives, recommendations for job or colleges, and invitations to other CHW programs and services, Volunteers may also receive the CHW identification badge, snacks during the program, professional training, and priority access to other beneficial products, tickets, or giveaways as available.

Training: Receive training on CHW's programs and services, as well as community center policy and usage structure

Health & Wellness Volunteer

CHW Volunteer Position Description: Health & Wellness Volunteer

Purpose:

CHW has identified an interest in creating resident-driven programs for the purpose of health/wellness activities. Volunteers that are motivated to facilitate or open additional health and wellness programs on site can talk to their community center coordinator.

In alignment with CDC, state and local officials' guidance and out of abundance of caution, CHW Achieve Resident Services is taking the following steps to keep the health and well-being of our residents, staff, volunteers and general community: We will be closing programming portfolio-wide, effective March 16th in National City, North Park, City Heights, Lakeside, Poway, Escondido, Oceanside, Vista, Carlsbad, Fallbrook, Pasadena, Azusa and Fresno. Please visit www.chworks.org/volunteer to learn more about our virtual volunteer opportunities.

Duties:

Health and Wellness Volunteers perform tasks cultivated to the need of their community, and adapted to available resources. Tasks should be established with the on-site staff at the first shift of the health and wellness volunteer.

Examples of health and wellness volunteer tasks can include:

- Helping sort, set-up, and monitor free food distributions for the community using safe food handling best practices
- Helping pick up food from approved CHW donation sources and deliver to their community (driver policies yet to be established, speak to the Community and Volunteer Specialist for more information)
- Helping open and close the center so that residents can attend a health workshop offered by an approved CHW health and wellness partner or volunteer (Community Volunteer Leader Procedure) and collecting sign-in sheets.

- Helping lead their own wellness or physical activity, ensuring resident sign in and out, sign the physical activity waiver, and promoting attendance (examples: yoga, Zumba, senior happy hour)
- Lead a walking club and plan a route for residents to enjoy, encourage neighbors to attend and track their participation via sign-in sheet.

Participate in a resident leadership academy and learn how make change in the community that improve the health of the neighborhood. (At approved CHW locations)

Characteristics/Skills:

Reliable, with an interest in giving back to the community. Some experience working with health programs or with supervising exercise is ideal if the volunteers plan to lead their own activity. Some familiarity with PCs, Laptops, and Microsoft Office is also helpful, but not required. Bilingual in English and Spanish is also helpful, but not required.

Shifts:

CHW staff should ensure the community calendar is updated with times. Shifts can be set at mutually agreed upon times by the volunteer and on-site staff on workdays. Volunteers can also sign up to be “on call” Community Volunteer Leaders and open centers when needed by a partner offering a service such as a diabetes class or other healthy activity.

Benefits:

Volunteers will receive incentives, recommendations for job or colleges, access apply for the CHW Valor Scholarship, access to CHW one on one Financial Coaches, CHW identification badge, snacks during the after-school program, professional training, and priority access to other beneficial products, tickets, or programs as available.

Training:

Receive virtual training on CHW’s programs and services, as well as community center policy and usage structure

Volunteer Release and Waiver of Liability Form

This Release and Waiver of Liability (the "Release") executed on (date) by _____ ("Volunteer") releases, Community Housing Works ("Nonprofit"), a nonprofit corporation organized and existing under the laws of the State of California and each of its employees, directors, officers, representatives, and agents. The Volunteer desires to provide volunteer services for Nonprofit and engage in CHW volunteer activities (the "Activities").

Volunteer understands that the scope of Volunteer's relationship with Nonprofit is limited to a volunteer position and that no compensation is expected in return for services provided by Volunteer; that Nonprofit will not provide any benefits traditionally associated with employment to Volunteer; and that Volunteer is responsible for his/her own insurance coverage in the event of personal injury or illness as a result of Volunteer's services to Nonprofit. Volunteer acknowledges that he/she is not an employee.

In exchange for being allowed to participate in the Activities as a volunteer and for other good and valuable consideration, the receipt and sufficiency of which I acknowledge, I hereby freely, and voluntarily execute this Release.

1. **Waiver and Release:** I, the Volunteer, release and forever discharge, release and hold harmless Nonprofit and its successors and assigns from any and all liability, claims, and demands of whatever kind of nature, either in law or in equity, which arise or may hereafter arise from the services I provide to Nonprofit. I understand and acknowledge that this Release discharges Nonprofit from any liability or claim that I may have against Nonprofit with respect to bodily injury, personal injury, illness, death, or property damage or property loss that may result from the Activities, whether caused by the negligence of the Nonprofit or otherwise.
2. **Insurance:** Further I understand that Nonprofit does not assume any responsibility for or obligation to provide me with financial or other assistance, including but not limited to medical, health, or disability benefits or insurance and workers' compensation insurance. I expressly waive any such claim for compensation or liability on the part of Nonprofit beyond what may be offered freely by Nonprofit in the event of injury or medical expenses incurred by me.
3. **Indemnification:** I hereby agree to indemnify, defend, and hold harmless the Nonprofit from any and all liability, losses, damages, judgments, or expenses, including attorneys' fees, that may incur or sustain as a result of my negligence, recklessness, or willful misconduct in connection with my participation in the Activities, arising out of any third-party claim.
4. **Medical Treatment:** I hereby give consent and authority to Nonprofit to obtain medical treatment on my behalf if I am injured or require medical attention during my participation in the Activities. I understand and agree that I am solely responsible for all costs related to such medical treatment, medical transportation and/or evacuation. I hereby Release and forever discharge Nonprofit 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 tenure as a volunteer with Nonprofit.
5. **Assumption of Risk:** I understand that the services I provide to Nonprofit may include activities that may be hazardous to me including, but not limited to involving inherently dangerous activities. As a volunteer, I hereby expressly assume risk of injury or harm from these activities and Release Nonprofit from all liability.
6. **Photographic Release:** I grant and convey to Nonprofit all right, title, and interests, including any royalties or proceeds, in any and all photographs, images, video, or audio recordings, and consent to the Nonprofit's use of, me or my name, likeness or voice in perpetuity, in any medium or format, made by Nonprofit in connection with my volunteer

services.

7. **Other:** I expressly agree that this Release represents the full understanding between the Nonprofit and me and supersedes all prior agreements, understandings, representations and warranties, both written and oral, between us, with respect to the subject matter hereof. This Release is binding on and inures to the benefit of the Nonprofit and me and our respective assigns, heirs, executors, administrators and legal representatives. This Release is intended to be as broad and inclusive as permitted by the laws of the State of California and shall be governed by and interpreted in accordance with the laws of the State of California. I agree that in the event that any clause or provision of this Release is deemed invalid, the enforceability of the remaining provisions of this Release shall not be affected.

BY SIGNING BELOW, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTOOD ALL OF THE TERMS OF THIS RELEASE AND THAT I AM VOLUNTARILY GIVING UP SUBSTANTIAL LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE THE NONPROFIT.

Volunteer Signature

Date

Parent/Guardian Signature

Date

Please return completed form to volunteer@chworks.org



VOLUNTEER CONFIDENTIALITY AGREEMENT

I _____, as a volunteer of Community HousingWorks and/or its subsidiaries, agree to the following terms and conditions relative to my receipt of certain confidential and proprietary information of CHW.

1. To keep confidential and not disclose to any third party, without CHW's written permission, information presented or made available to me as a volunteer.
2. That such confidential information may take many forms, but is likely to include CHW's plans, reports, proposals, agreements, organizational documents, studies, forecasts, descriptions, wage/salary information, feasibility studies, strategic/business plans, market analysis, financial statements, recommendations, negotiating strategies and positions, due diligence reviews and reports, pricing information, member and customer information, requests for proposals and responses thereto, and other materials made available to me as a volunteer.
3. Not to disclose confidential information that I receive at CHW Board or Staff meetings, or on conference calls except to (a) persons who have signed confidentiality agreements similar to this agreement with CHW and (b) to CHW, whom I represent on the Board, Committee and only to the extent that such disclosure is necessary to perform my duties as an employee. This includes all materials developed during company time.
4. That this Confidentiality Agreement does not apply to information which I was aware of prior to my volunteering with CHW and/or prior to CHW disclosing such information to the Board, Committee, volunteers or Staff, or information in the public domain, or any information disclosed to me by a person (other than a CHW Director, Officer, Employee, Agent, Committee Member or Representative) not bound by any confidentiality obligations with respect to such information.
5. That I will continue to honor my obligation under this agreement throughout the duration of my volunteering. In the event that my volunteering is terminated, I will maintain the confidentiality of, and will not disclose the confidential information made available to me during my employment.

In Witness Whereof, this Confidentiality Agreement has been entered into on the date set forth below:

Signature

Title

Print Name

Date

Please return completed form to volunteer@chworks.org



Parent Consent Form

I am the parent or legal guardian of the minor named below. I have the legal right to consent to and, by signing below, I hereby consent in all respects to the terms of this Release. I authorize CHW to obtain medical treatment for such and release it, its directors, officers, affiliates, employees, other participants and agents from liability in accordance with the Release.

I understand that by completing a volunteer application it does not guarantee a volunteer assignment will be offered to my child, nor is it an offer of paid employment of any kind with Community HousingWorks

By signing this form I am permitting my child to volunteer without getting pay and agreeing that I will not hold the Community HousingWorks liable in the event of my child's injury or accident. I understand that if it becomes necessary to obtain emergency medical care for my child, such care may be obtained without further consent of a guardian. Additionally, I will personally assume responsibility of any costs of such care and/or transportation.

We also want to make you aware of our requirements. We ask that Volunteers commit to a minimum of three months of service and a consistent schedule *where possible*. No letters of recommendation or verification of hours will be administered if we feel students are not meeting their volunteer obligations. If your son/daughter needs verification for school, please plan their volunteer time accordingly.

If your child does not have their own vehicle or transportation home, you must ensure their safe arrival to and from the center. If you are not available to pick them up, then the following contacts are permitted to pick them up from each volunteer shift:

Name	Phone Number
Name	Phone Number
Relationship	
Address	
e-mail	

Allergies, medications or other information needed in emergency	
---	--

PLEASE NOTE: EACH OF THE ABOVE STATEMENTS REFERS TO ANY MINOR CHILD (17 YEARS OF AGE OR YOUNGER) IN THE VOLUNTEER PROGRAM. BY SIGNING BELOW, ON BEHALF OF THE MINOR CHILD PARTICIPANT, YOU ARE STATING YOU FULLY UNDERSTAND AND AGREE TO THE STATEMENTS ABOVE.

Date

Name

Signature

Address

Phone

E-mail

Please return completed form to volunteer@chworks.org



Volunteer Statement of Acknowledgement

This document is to acknowledge that I understand that I am a mandated reporter and I accept that it is my responsibility to understand, become familiar with, seek interpretation where necessary, and comply with the policies and procedures contained in the volunteer manual. By signing below, I acknowledge that I have knowledge of the reporting law and will comply with those provisions.

Signed _____

Date _____

Print name _____

Position _____

Please return completed form to volunteer@chworks.org



COMMUNITY HOUSINGWORKS VOLUNTEER FACE COVERING POLICY

Pursuant to California state law, Community HousingWorks (CHW) volunteers are required to wear face coverings at all times, including the following situations:

- Interacting in-person with any member of the public, including residents and CHW staff;
- While in any room or enclosed area where other people are present;
- Working in any space visited by partners, residents or members of the public, regardless of whether anyone from the public is present at the time;
- Working in or walking through common areas, such as hallways, stairways, elevators, and parking facilities;
- While in any CHW office or community center, work station or enclosed area where other CHW staff and residents are present.

In order to protect the health and safety of residents, employees, clients, and others, all CHW volunteers must abide by this Face Covering Policy, effective immediately. Community HousingWorks reserves the right to dismiss any volunteer who fails to follow the policies and procedures outlined in this letter.

If you have any questions regarding this policy or need to request an accommodation, please contact Tannia Montesinos at volunteer@chworks.org

By signing below, I certify that I understand and agree to all terms of this Face Covering Policy:

Volunteer Signature

Date

Volunteer Printed Name

Please return completed form to volunteer@chworks.org



Volunteer Accountability and Performance Issues

Our Community Centers are safe spaces for all CHW residents to learn, grow, build positive relationships, feel a sense of belonging and make lasting memories. Our Community Centers also provide residents with free access to internet, computers, community resources and valuable information. CHW works in collaboration with community partners, volunteers and residents to make Community Centers a space that convenes all people; cultivating the platform needed for residents to achieve life-changing goals for themselves, their families and communities.

Attendance

In the event that a volunteer will be late, is ill, or unable to volunteer they are expected to report 24 hours in advance before their shift begins to an onsite staff by phone or email. Onsite staff is responsible to reply to volunteer through text/phone/ or email. If volunteer repeatedly do not show when they promised to attend, CHW has the right to end the volunteer agreement. We understand some volunteers need flexibility on when they can come to shift; however, they need to communicate this in as much advance notice as possible. Volunteers will log in upon arrival and log out before leaving the Centers or events online. CHW staff will use the volunteer sign-in sheet to track hours for internal reporting purposes.

Photo Release: By appearing in this photograph, I acknowledge that photos/videos may be taken and used to promote CHW and the CHW mission. CHW has the right to copyright, publish and/or use these photos. If I do not give my consent for photographs or recordings I will still have access to my phone, laptop, etc.

*CHW Staff please have volunteers sign in under all volunteer activities

CHW Volunteer Sign In

Community Center: _____ Week of: _____

Date:	First & Last Name	Sign In	Sign Out	CVL	Volunteer: Peak Core Success	Volunteer: Peak Core Success - Achiever	Volunteer: Health & Wellness	Volunteer: Community Activity
	Please Specify Activity Type (Staff Only):							
	Please Specify Activity Type (Staff Only): Community Clean up							
	Please Specify Activity Type (Staff Only):							
	Please Specify Activity Type (Staff Only):							
	Please Specify Activity Type (Staff Only):							
	Please Specify Activity Type (Staff Only):							
	Please Specify Activity Type (Staff Only):							

Commitment: CHW requests that all volunteers commit to 1-3 hours per week for 3 months unless specified by a special agreement with on-site staff or need to be an “on-call” volunteer.

9/23/2020

Confidentiality Agreement

Volunteers will ensure confidentiality and privacy in regard to history, records, and discussions about the people we serve. Volunteers shall not discuss or disclose any individual's record with third parties other than Community HousingWorks Staff. Volunteers shall not release information about individuals or records to third parties that enables the identification of any person by name, address, Social Security number or other coding procedures. Equipment or materials provided by CHW should not be taken for personal use or removed from the Community Center.

Brand Use & Social Media

Volunteers should not use CHW's name or logo as part of an identity for any social media account, website, blog or other communications. If volunteers promote or represent CHW in the community they should discuss with on-site staff first. Volunteers may not pass out unapproved materials to residents. Volunteers might be photographed or videotaped while volunteering on site for media related or promotional purposes for Community HousingWorks only if a Photo Release Form is signed in the online application. Volunteers may not take pictures of the youth or residents unless the resident, CHW staff, and parent/guardian of the youth approves this. Photos may not be used in personal media of a volunteer.

Mandated Reporting Requirements

Volunteers and Community Volunteer Leaders (CVL) are required to communicate with their direct supervisor promptly, thoroughly, and confidentially about any social, legal and/or health issues they may encounter with any resident or class attendee during the course of their work. These may include evidence of domestic violence, child abuse, elder abuse, or criminal behavior. Volunteers and CVLs are also required to maintain confidentiality regarding these issues, excepting communication with their direct supervisor. The person witnessing the incident is responsible to file a Suspected Child Abuse or Elder Abuse report as soon as possible (volunteers should discuss this with on-site staff if they need to file). In the case of child abuse, if your direct supervisor cannot be reached, the volunteer will call the supervisor for the on-site staff or Community & Volunteer Specialist. *Volunteer and CVL are required to submit and sign the Mandated Reporter Acknowledgement Form.*

In San Diego County call: 1-800-344-6000

Fresno County, California -1-415-558-2650

Cell Phones

Volunteers should remain focused on the task-at-hand, personal cell phones may be used for emergencies, to look up homework or resource information, or use the calculator **ONLY**.

Identification

All volunteers will receive a Volunteer Identification lanyard to wear during volunteer service. Volunteers are required to return lanyards upon leaving the Community Center.

Parking

9/23/2020

Volunteer parking is not available at many of our CHW community centers. Volunteers are responsible to find parking in the neighborhood surrounding the Community Center. Questions regarding parking or accommodations should be directed on-site staff or Community Volunteer Specialist. Please note CHW is not responsible for your car or your personal belongings, CHW is not responsible if your car is towed or ticketed.

Youth Volunteers and /or Service Learning

In order to volunteer with CHW, you must be at least 16 years old and complete and submit a Volunteer Agreement with a parent or guardian's permission before volunteering.

Service learning students follow the same onboarding as volunteers. Student volunteering for service learning credit hours for their school, must submit school name and contact information before volunteering. CHW has collaborated with UCSD, USD, Cal State San Marcos, Mira Costa College, SDSU, Azusa Pacific University, Palomar College, Southwestern College, and Fresno State.

Professionalism

Volunteers are expected to have a positive attitude and professionalism towards everyone in the community center. Volunteers may not discipline or dismiss student/resident from the center.

In order to protect the safety of the residents, volunteers and Community Volunteer Leaders (CVL) must be followed the following guidelines:

- Volunteer/CVL should refrain from physical contact with residents, CHW staff and should never initiate contact.
- If volunteer wishes to touch a child, he/she must first ask the child's permission, and may only touch the child in "safe" places, such as pats on the shoulder, back or head.
- Volunteers/ CVL should never be alone with children and may only see the children during designated hours of service/programming. If an onsite staff has only one child left in the Community Center, they should be clearly visible from outside the center.
- Volunteer/CVL should not sit children on their lap.
- Volunteer must respect the bodies and self-determination of residents at all times.
- No inappropriate words, profanity or unprofessional language should be spoken to anyone at any time while working
- Refrain from affectionate language.
- Volunteer should not engage in personal calls and texting while on work time.
- Volunteer should follow and comply with the CHW Code of Conduct (as set forth below).

Background checks

In order to volunteer at CHW, you must pass a criminal background check. If the following offenses are identified, it would lead to disqualification and dismissal. We reserve the right

to determine disqualification based on criminal record activities in relation to charges, including but not limited to:

- Any crimes against children
- Rape, Sexual Assault or Registered Sex Offenders
- Crimes against people (murder, assault, arson, kidnapping, domestic violence)

Please note that if you have already been fingerprinted for another organization, you will still need to complete this process prior to volunteering at Community HousingWorks

Dress Code

CHW volunteer dress code is casual and appropriate. Clothing should be clean, in good appearance and not too revealing. Appropriate shoes must be worn at all times. Some examples of inappropriate dress includes sleeveless shirts, crop tops, shorts that are not fingertip length, clothing with messages that promote alcohol, drugs, or inappropriate activities, language or places is not allowed.

Conflict of Interest

Volunteers must act in a manner that safeguards the reputation and integrity of CHW. Volunteers must refrain from engaging in any transaction in which personal interests conflict or appear to conflict with those of CHW. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for him/herself as a result of CHW's business dealings. Participation in any activity prohibited by this Policy can result in the termination of volunteer service. The following are examples of conflicts:

- Accepting Payment or Gifts. Volunteers must not accept payment of any kind for volunteer services that they've rendered.
- Political Activities. Volunteers are not representatives of CHW and must therefore never represent that his or her political donation, endorsement or other political activity was made or engaged in with the approval, or on behalf of CHW.
- Statements. Volunteers must not identify himself or herself as an employee or representative of CHW. Volunteers must also not use CHW stationary or any title of CHW.
- Inside Information. Volunteers must not use CHW's confidential, proprietary or any other inside information of CHW to gain advantage for themselves, a close relative (e.g. parent, sibling, grandparent, spouse) or another organization or for any other purpose not specifically approved by CHW

Monitoring/ Feedback

CHW staff is encouraged to have an informal, open and honest discussion on a going basis about volunteer performance and goals. Ongoing volunteers only will receive periodic feedback to review their performance quarterly or at any time there is an issue. The

feedback allows for a volunteer to suggest changes, seek suggestions and enhance the relationship between the volunteer, on-site staff, and CVS. The feedback is a discussion, and both supervisor and volunteer should establish an open line of communication.

Training

Volunteers will receive on-the-job training specific to the position they applied for by the onsite staff. This training will provide them with the information and skills necessary to perform their volunteer assignment. During training, volunteers will have the opportunity to ask questions that they may have regarding CHW, its programs, and their role as volunteers. Staff may demonstrate a task by showing a volunteer the steps, having the volunteer model, then completing the steps together to confirm a final understanding. Use the “I do, You do, We Do” system for reference.

Change of Placement

Volunteers may request a change in placement anytime during their volunteer service to on-site staff. If a volunteer elects to be re-assigned, the volunteer must re-apply for the new volunteer position and receive all appropriate training by on-site staff or Community & Volunteer Specialist.

Resident Concerns

You will be volunteering inside CHW’s affordable housing complexes, if residents bring you concerns about their household or other issues, please refer them to speak to the on-site staff. Please respect their confidentiality unless the resident has reported a crime or intent to commit a crime, then inform the resident you must inform staff. CHW may have programs and services to help! We also have on site property managers that deal with tenant issues. If you have concerns about a student’s performance in school, or hear of bullying and other youth concerns, please communicate with the on-site staff.

Visitors and Recruitment

We always need more help, if you would like to bring a friend or family member to volunteer or check out the program, you must obtain permission from the on-site staff first. The best way to recruit more volunteers is by having YOU help spread the word! However, we may need to conduct additional screening since we are an after-school program.

General Guidelines for Volunteers during COVID 19

CHW first priority is to keep all volunteers and their families’ safe during this global pandemic. The following are general guidelines for in person volunteerism to help keep you safe so you can help others, and so we all get through this crisis together.

Pursuant to California state law, Community HousingWorks (CHW) volunteers are required to follow the below guidelines:

Wash your hands: Volunteers must wash their hands for at least 20 seconds prior to putting gloves on and/or participating in any onsite activity or food distribution. Please remember to not touch door handles or anything else after washing your hands.

Glove Protection: Ensure you are wearing clean gloves at all times. If you do touch any objects (i.e. a doorknob, office supplies), please discard your gloves, wash/sanitizer your hands and put on a new clean pair of gloves.

Sanitation: Ensure that you are wiping down any surface you are working on with disinfectant wipes **before and after** any activity. Please make sure to cover any sneeze or cough with a tissue or your sleeve. If you do sneeze or cough during this process, please rewash your hands or use hand sanitizer and replace your gloves.

Social Distancing: Please provide 6 feet of distance between volunteers/property management/ partners staff at all times.

Face Covering: volunteers are required to wear face coverings at all times, including the following situations:

- Interacting in-person with any member of the public, including residents and CHW staff;
- While in any room or enclosed area where other people are present;
- Working in any space visited by partners, residents or members of the public, regardless of whether anyone from the public is present at the time;
- Working in or walking through common areas, such as hallways, stairways, elevators, and parking facilities;
- While in any CHW office or community center, work station or enclosed area where other CHW staff and residents are present.

**Please refer to the Volunteer Face Covering Policy Form*

Volunteers are required to review the following CDC's safety guidelines pertaining to COVID-19:

Wearing a Mask:

https://www.youtube.com/watch?v=9Tv2BVN_WTk

Social distancing

<https://www.youtube.com/watch?v=8053Fd3vFec>

Hand washing:

<https://www.youtube.com/watch?v=3PmVJQUCm4E>

Plans if someone gets sick at school:

9/23/2020

<https://www.youtube.com/watch?v=AdbV4PimWnM>

How to return safely:

<https://www.youtube.com/watch?v=8dIUqIMDkR4>

Sanitization:

If sick: <https://www.youtube.com/watch?v=5YHxFutfvjY>

Preventative: <https://www.youtube.com/watch?v=VRNDD4WI3eU>

Sexual Harassment in the Workplace

CHW is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion or any other legally protected characteristic will not be tolerated. CHW encourages volunteers to bring any incidents of sexual harassment to the immediate attention of a direct supervisor, the CBC or CHW's human resources director.

Conduct

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, onsite staff and CHW. The following are only some examples of inappropriate conduct, which could lead to volunteer removal or dismissal:

- Failing to follow the Code of Conduct.
- Disrespectful, harassing, violent and/or abusive behavior towards staff and/or personnel members of CHW, CBCs, residents and members of the public (This action will result in the immediate temporary suspension of the volunteer pending an investigation into the incident). Any misconduct stemming from violence will be immediately reported to the appropriate authorities.
- Lack of cooperation.
- Indifference or disregard for the safety of residents or any gross negligence in performing his/her volunteer duties (This action will result in the temporary but immediate suspension of the volunteer pending an investigation into the incident).
- Possessing, distributing, selling, transferring or bringing into the Community Center alcohol or illegal drugs, or volunteering under the influence of alcohol or illegal drugs while performing his/her volunteer duties (This action will result in the immediate temporary suspension of the volunteer pending an investigation into the incident) .
- Stealing and/or barrowing Community Center materials, equipment, supplies, or other items (This action will result in the immediate temporary suspension of the volunteer pending an investigation into the incident).
- Altering volunteer records, including time and in-and-out records.
- Lost or stolen Community Center items (This action will result in the immediate temporary suspension of the volunteer pending an investigation of the incident.)
- Any physical contact with residents unless absolutely necessary for the safety of self or others.

- Creating a disturbance at the Community Center, on the premises, at sponsored activities or in areas which could jeopardize the safety of others (This action will result in the immediate temporary suspension of the volunteer pending an investigation into the incident).
- Being alone with less than two youth or adult residents.
- Sitting children on volunteer's lap and/or allowing a child to sit on volunteer's lap.
- Using terms of affection and other affectionate language with children while volunteering.
- Using inappropriate words, profanity, or unprofessional language at any time while volunteering or being disrespectful while performing volunteer duties.
- Failing to exercise good judgment, safety, good taste, and modesty regarding my dress and grooming.
- Violation of CHW, state or local safety and health rules.
- Absenteeism or my consistent failure to notify volunteer's supervisor, CBC or other responsible person of absence.
- Inappropriate use of telephones, computer equipment or systems, mail system, e-mail system, facsimile machines or other CHW-owned equipment.

End of Service Policy

Volunteers should aim to let the onsite staff or direct supervisor know that their volunteer commitment is almost over 2-3 weeks ahead of time. This allows onsite staff time to communicate with the Community Volunteer Specialist, who then sends out Volunteer Exit Survey. We appreciate the feedback from these surveys so we can strive to make a better volunteer program.

CHW is currently not accepting applications for individuals who are in need of completing court-ordered community service hours at this time.

Termination

Community HousingWorks reserves the right to dismiss any volunteer who fails to follow the policies and procedures outlined in this handbook or other rules, guidelines, regulations, policies and/or procedures implemented by CHW. A volunteer may be dismissed temporarily or permanently based upon circumstances. A volunteer who is permanently dismissed from their duties may NOT volunteer for any activities at Community HousingWorks Community Centers. Community service forms will be signed by Community & Volunteer Specialist upon approval of hours. CHW may take all actions deemed appropriate to recover or protect its property.



Programming will be Closed on the following days/holidays:

- New Year's Eve & New Year's Day
- Martin Luther King Jr. Day
- Presidents Day
- Cesar Chavez Day
- Memorial Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Eve and Christmas Day

Contact US

Office (619)282-6647

Website: www.chworks.org

Location: 3111 Camino del Rio North, Suite 800 San Diego, CA 92108

Staff:

Tannia Montesinos

Community & Volunteer Specialist

Office (619)795-1188

Email: tmontesinos@chworks.org