



## HOSPITALITY HOUSE VOLUNTEER PROGRAM AGREEMENT

As a volunteer working with the guests of Hospitality House, there are certain guidelines we ask that you follow. These guidelines are designed to protect you, the guests, staff, and apply at all times, on or off duty, while you are an active volunteer of Hospitality House.

These guidelines help us maintain a professional and supportive environment for everyone, as well as to maintain proper volunteer-guest boundaries. They are as follows:

**CONFIDENTIALITY**: All information regarding guests is strictly confidential, including the fact that they are a guest. All personal information, written or otherwise, is to be held in the strictest confidence at all times. The exception is any court or law enforcement official with appropriate identification and documentation.

**NON-FRATERNIZATION**: Hospitality House cannot be responsible for any activities or arrangements between volunteers and guests that are not a part of regular volunteer duties. Such activities and arrangements include:

- Giving rides to guests
- Giving guests your phone number or address
- Making business arrangements with guests
- Inviting guests to your home
- Taking responsibility for children of guests, their pets or belongings
- Loaning or giving money to guests

Engaging in such activities or arrangements with guests may compromise your safety and objectivity. Remaining impartial and helping Hospitality House to create a fair and equitable environment for all guests is an important component of your volunteer work.

**STAFF SUPPORT**: Our volunteers are critical to the success of Hospitality House. We want to make this a rewarding and safe experience for each volunteer. Following are guidelines for supporting monitors:

- Read and be familiar with Rules and Regulations. If you observe a rule violation, do not confront guest yourself. Report violations to monitor.
- If you observe a situation that appears to be escalating to a point you feel there is a threat to any person, position yourself close to the monitor and be prepared to call 911 in the event the monitor says the code word "Gary".
- If you disagree with how a staff person is handling a situation with a guest, please refrain from expressing your disagreement to the staff person as this can cause additional stress. You may report incident to director or program supervisor if you feel this is needed.
- If you cannot make your scheduled shift, please contact your coordinator as soon as possible so we can find a replacement. If you cannot reach your coordinator, or cannot find a replacement yourself, contact Welcome Center at (530)271-7144. If the center is closed, please also call the Hospitality House cell at (530)277-1759 and let the monitor know you cannot make your shift.

I (print name), \_\_\_\_\_ have read the above policy and agree to abide by this policy.

Signature \_\_\_\_\_ Date \_\_\_\_\_