

Volunteer and Community Service Application

NOTE: All information on this application will be kept strictly confidential.

Volunteer ☐ Community Service ☐ DL/Vol. # _____ School/Group _____

Name: _____

Date: _____

Name you go by: _____

Male ☐ Female ☐ Trans ☐

Address: _____

Apt #: _____

City: _____ Phone: _____

State: _____ Zip: _____

Email: _____ Occupation: _____

Work/Cell/Other: _____

May we add you to our email list? Y ☐ N ☐

If applicant is under 18, Parent or Guardian's information below is required:

Parent or Guardian's Name: _____ Phone: _____

Address: _____

Parent or Guardian's Signature: _____ Date: _____

Emergency Contact: _____ Phone: _____

Employer: _____ F/T ☐ P/T ☐ Retired ☐ Please

list any unique skills that would help us place you in a position that best suits your desires and TPC needs.

List your past volunteer experiences:

Organization name: _____ When did you volunteer there? _____

What did you do there? _____

Please check the days that you will be able to volunteer: Mon ☐ Tues ☐ Wed ☐ Thurs ☐ Fri ☐ Sat ☐ Sun ☐ Holidays ☐

Preferred Schedule: Morning: _____ Afternoon: _____ Other: _____

Please check any volunteer area of preference: Administration ☐ Food Pantry ☐ Thrift Store ☐ Live Well Center ☐ Fund Raising ☐ Events ☐

Do you have any handicaps or limitations that will affect your mobility, communication, or ability to perform certain tasks? No

☐ Yes ☐ If Yes, please explain _____

Accommodation - I need this accommodation(s) to work as a volunteer: _____

Prior Civil or Criminal Offenses

Have you ever been found civilly or criminally guilty of child or elder abuse? No ☐ Yes ☐

Have you ever been found liable for an offense against a person with disabilities? No ☐ Yes ☐ Have

you ever been convicted of a felony? No ☐ Yes ☐

Compensation I understand that I will receive no monetary benefits in return for my volunteer service and/or community service hours. I understand that TPC may dismiss my services with or without cause at any time.

Certification I certify that my answers are true and complete. I have not knowingly omitted any information. I understand that any misrepresentation or omission of facts will be cause for rejection of this application or dismissal, thereafter.

I have read and fully understand all the terms herein. In consideration of the opportunity to serve as a volunteer at TPC, I hereby release and hold harmless TPC, its officers, directors, agents and employees from any claim whatsoever for all injury or damage that I may sustain in my service as a volunteer for TPC. I further covenant and agree to make no claim or institute any suit against TPC, its officers, directors, agents and employees for any cause or reason whatsoever.

Print Name: _____ Signature: _____

Date: _____ Approved By: _____

Commitment and Confidentiality Statement

The Poverello Center, Inc. (TPC)

NOTE: If you are assigned to any area where you will touch or see clients or their files, please read and sign below. Record your agency/organization name and telephone number.

One of the most sensitive aspects of working with people living with HIV is the matter of confidentiality. A breach of confidentiality could threaten personal relationships, jobs, housing, insurance, etc.

When a client completes the *Intake Process* they are promised that all information will be kept confidential in accordance with Florida Statutes. TPC's *Commitment and Confidentiality Statement*, signed by all staff, volunteers and authorized guests, stresses clients' rights to privacy and that all information shall be treated as **Strictly Confidential**. Penalties for violating state statutes dealing with a client's right to confidentiality range from disciplinary action, termination and possible legal action.

Release of any client information is forbidden without the written consent and/or request of the client. You should always guard against the tendency to discuss client's lives with anyone including family, friends and outside agencies, that do not have explicit right to know, as authorized by the client. I have read and fully understand the above stated policy, and I have also read, understand and will adhere to all TPC policies and procedures.

Agency/Organization _____ Phone: _____

Print Name: _____ Signature: _____

Date: _____ Approved By: _____

A. Release & Consent Form

This Release & Consent Form, execute by: _____, residing at: _____ as volunteer in connection with any services to be donate or volunteer to The Poverello Center, Inc. (TPC), a non-profit organization with offices at 2056 North Dixie Highway, Wilton Manors, FL 33305, as hereby waive, release and/or otherwise indemnify and agree to hold harmless TPC, its owners, officers, employees, agents, volunteers from any liability that may result therefrom.

This Release & Consent shall be binding on volunteer, their heirs, successors and/or assigns. Volunteer acknowledges that it has read this entire instrument and understands that he is signing a complete release and bar to any claim resulting from the services to be performed and/or rendered to TPC.

Signature

Date

Signature on behalf of TPC

Date

B. Employment/Volunteer Reference Release

I acknowledge that I have been informed that it is The Poverello Center, Inc. (TPC) general policy to disclose in response to a prospective employer's request only the following information about current or former employees: (1) the dates of employment, (2) descriptions of the jobs performed, and (3) salary or wage rates. As well as personal, social media or any other form of references needed to join to TPC as Employee/Volunteer.

By signing this release, I am voluntarily requesting that TPC depart from this general policy in responding to reference requests from any prospective employer that may be considering me for employment/volunteerism. I authorize TPC to disclose to such prospective employers any employment related information that TPC, in its sole discretion and judgment, may determine is appropriate to disclose, including any personal comments, evaluations, or assessments that TPC may have about my performance or behavior as an employee.

In exchange for TPC agreement to depart from its general policy and to disclose additional employment related information pursuant to my request, I agree to release and discharge TPC and TPC's successors, employees, officers, and directors for all claims, liabilities, and causes of action, known or unknown, fixed or contingent, that arise from or that are in any manner connected to TPC's disclosure of employment-related information to prospective employers. This release includes, but is not limited to, claims of defamation, libel, slander, negligence, or interference with contract or profession.

I acknowledge that I have carefully read and fully understand the provisions of this release. I further acknowledge that I was given the opportunity to consult with an attorney or any other individual of my choosing before signing this release and that I have decided to sign this release voluntarily and without coercion or duress by any person.

This release sets forth the entire agreement between TPC and me, and I acknowledge that I have not relied upon any representation or statement, written or oral, not set forth in this document.

This form may be emailed, photocopied or reproduced as a facsimile, and these copies will be as effective as a release or consent as the original which I sign.

Print Name: _____

Signed: _____ Date: _____

C. Waiver and Release From Food Liability

I hereby acknowledge that food prepared and/or provided by The Poverello Center, Inc. (TPC) or served at the TPC facility and/or TPC events may cause an allergic reaction and/or may contain any or all of the following ingredients; sugar, milk, eggs, peanuts, tree nuts (including almonds, cashews, walnuts), fish, shellfish, soy, and wheat. I further acknowledge that I am free to choose which foods, if any, I consume, and I accept sole responsibility for all risks associated with consumption of any foods prepared and/or provided by TPC or served at the TPC facility and/or TPC events, which risks include, but are not limited to: food sickness, allergic reaction, and death, by signing this form. I agree to assume all responsibility and risks arising out of my consumption of foods prepared and/or provided by TPC or served at the TPC facility and/or TPC events, waive all claims against and agree to hold harmless TPC its employees, officers, directors, affiliates, volunteers, independent contractors and other persons or programs assisting TPC with the event where foods are provided or with the provision or preparation of the foods themselves.

BY SIGNING THIS FORM, I ACKNOWLEDGE THAT I HAVE CAREFULLY READ THIS WAIVER AND RELEASE AND FULLY UNDERSTAND THAT IT IS A WAIVE AND RELEASE OF LIABILITY.

Signature: _____

Full Print: _____

Date: _____

D. References Form

Applicant Name: _____ Date: _____

Position: _____ Phone: _____

Employment/Professional References

Contact Name: _____ Relationship: _____

Company Name: _____ Date of Employment: _____

Address: _____

Email: _____ Phone: _____

a. Contact Name: _____ Relationship: _____

Company Name: _____ Date of Employment: _____

Address: _____

Email: _____ Phone: _____

Personal References

a. Contact Name: _____ Relationship: _____

Address: _____ How long have you known each other? _____

Email: _____ Phone: _____

b. Contact Name: _____ Relationship: _____

Address: _____ How long have you known each other? _____

Email: _____ Phone: _____

POLICY

Poverello is committed to protecting the safety, health and well-being of all employees and other individuals in our workplace. We recognize that alcohol and drug disorders and misuse pose a significant threat to our organizational goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

PROCEDURE

This organization encourages employees volunteers and program participants to voluntarily seek help with drug and alcohol problems.

Covered Workers

Any individual who conducts business for the organization, is applying for a position or is conducting business on the organization's property is covered by our drug-free workplace policy. Our policy includes, but is not limited to executive management, managers, supervisors, full-time employees, part-time employees, volunteers, interns and applicants.

Applicability

Our drug-free workplace policy is intended to apply whenever anyone is representing or conducting business for the organization. Therefore, this policy applies during all working hours, whenever conducting business or representing the organization, while on organization property and at company-sponsored events.

Prohibited Behavior

It is a violation of our drug-free workplace policy to manufacture, distribute, use, possess, sell, trade, arrange for and/or offer for sale alcohol, prescription drugs without a prescription, illegal drugs or intoxicants.

Notification of Convictions

Any employee who is convicted of a criminal violation must notify the organization in writing within five calendar days of the conviction. The organization will take appropriate action within 30 days of notification. Federal contracting agencies will be notified when appropriate.

Consequences

One of the goals of our drug-free workplace program is to encourage employees to voluntarily seek help with alcohol and/or drug problems. If, however, an individual violates the policy, the consequences are serious.

In the case of applicants, if he or she violates the drug-free workplace policy, the offer of employment can be withdrawn. The applicant may reapply after six months and must successfully pass a pre-employment drug test.

If an employee violates the policy, he or she will be subject to progressive disciplinary action and may be required to enter rehabilitation. An employee required to enter rehabilitation who fails to successfully complete it and/or repeatedly violates the policy will be terminated from employment. Nothing in this policy prohibits the employee from being disciplined or discharged for other violations and/or performance problems.

Return-to-Work Agreements

Following a violation of the drug-free workplace policy, an employee may be offered an opportunity to participate in rehabilitation. In such cases, the employee must sign and abide by the terms set forth in a Return-to-Work Agreement as a condition of continued employment.

Assistance

Poverello recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our employees, our drug-free workplace policy:

- Encourages employees to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.

- Encourages employees to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.

Treatment for alcoholism and/or other drug use disorders may be covered by the employee benefit plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee.

Confidentiality

All information received by the organization through the drug-free workplace program is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

Shared Responsibility

A safe and productive drug-free workplace is achieved through Cooperation and shared responsibility. Both employees and management have important roles to play.

All employees are required to not report to work or be subject to duty while their ability to perform job duties is impaired due to on- or off-duty use of alcohol or other drugs.

In addition, employees and volunteers are encouraged to:

- Report dangerous behavior to their supervisor.

It is the supervisor's responsibility to:

- Inform employees of the drug-free workplace policy.

Communication

Communicating our drug-free workplace policy to both supervisors and employees is critical to our success. To ensure all employees are aware of their role in supporting our drug-free workplace program:

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- All employees will receive a written copy of the policy.
 - The policy will be reviewed in orientation sessions with new employees.
 - All employees will receive an update of the policy annually with their paychecks.

Resources:

Memo from Father Bill Collins, OFM (6 Pages)

Approvals:

Staff/Volunteer Signature: _____ Date: _____

Manager's Signature: _____ Date: _____

CEO Signature:  _____ Date: 6/7/18

Thomas S Pietrogallo, MSW/LCSW, MBA
Chief Executive Officer

BOD Approved Date: 07.27.2016

Date Established: Unknown date prior to 07.27.2016

Date Reviewed/Revised: 07.09.17; 06.07.2019



Father William F. Collins, OFM
Founder (1931-2017)

Dr. Emmanuel Orelus
EXTRA Care Clinic Founder (1977-2024)

Board of Directors:

Jodi Reichman
Chair

Mitch Bloom
Vice Chair

Julie Carson
Secretary/Treasurer

Dr. Precious Skinner-Osei
Director

Jose Camino
Director

Ariela Eshel
Director

Justin Azpiazu
Director

Candy Sicle
Director

Andrew Sine
Director

Michael M Montejo
Director

Chief Executive Officer:
Thomas S Pietrogallo

Medical Director:
James Lockett, MD

I hereby give my authorization to allow photo(s) and/or videos of myself to be included in The Poverello Center, Inc. publications. I understand that these publications will be widely distributed to the public as an enhancement to our health care system, Our Thrift Stores Publications and to further the educational aspects of that system. I hold completely harmless the Poverello Center, Inc. and all other parties that may use any such photos of myself in any of its publications for the above-stated purposes.

Print Name: _____

Signature _____ Date _____



Volunteer Orientation Package

What I spent is gone.
What I kept is lost.
But what I gave to charity,
Will be mine forever.

A quote from an epitaph

Welcome

Since 1987, the Poverello Center, Inc. (TPC), a charitable organization, has continuously provided nutritious food and wellness opportunities for people living with HIV. In 2016, we expanded our mission to include other participant groups with critical/chronic illnesses like Cancer, Kidney & Heart Disease, Diabetes in addition to HIV. Many thousands of people have enjoyed food security because of the contributions of thousands of volunteers who've donated their time and talent to our cause. As a volunteer, you can participate in a variety of opportunities fitting any skill level, offering hours of satisfaction in a family atmosphere.

Volunteers are a vital part of achieving our goals, making TPC a better place for our program participants, and helping save lives by feeding people living with critical/chronic illnesses. We hope that you find the duties of your job description to be fulfilling and that your volunteer experience with us is rewarding and positive. The following information package includes details about our organization and the roles and responsibilities of our volunteers. If you have any questions, please feel free to contact the Volunteer/HR Manager.

We are immensely grateful for your contribution of the most precious of resources, you!

Thank you.

Thomas Pietrogallo, CEO
Chief Executive Officer

Vision

Those in need will enjoy the health benefits of high quality, nutritious food, exercise and healthcare in our communities.

Mission

Our Mission at The Poverello Center, Inc. is to provide nutritious food, services and basic living essentials with the highest degree of understanding, respect and love for individuals living with critical and chronic illnesses including HIV, in South Florida.

Purpose

We will improve healthful behaviors in our community.

Values

We are committed to provide for residents of South Florida who meet specific qualifications for services, by encompassing the following values:

Health and Education: We will provide opportunities for the poor to access healthcare and health supporting behaviors.

Quality: We will strive to provide the best available food, tools, facilities, staff, volunteers and service to accomplish our mission.

Service: We will continually put the needs of our clients above all other interests and proactively change to meet those needs.

Stewardship: We will act responsibly through the efficient and honest use of contributions and in-kind resources entrusted to us. We will ever be mindful of our dependence on the generosity of others. We will whenever possible, earn our operating expenses through social enterprise.

Understanding: We will treat all individuals in need without regard to age, race, color, religion, gender, gender identity, national origin, economic status, or sexual orientation.

Volunteerism: We will promote volunteerism in feeding the poor and sick.

Important Information

You will learn who we are, what we do and why training is essential.

Much of TPC funding is provided through federal/state/county government grants and various charitable organizations, both public and private. Regulations and guidelines are stringent, something as simple as inaccurate files can put funding in jeopardy. Operating a business requires proper licensing and recordkeeping. As an NPO (Not for Profit) CBO (Community Based Organization) there are additional rules and regulations. Working with food requires following strict adherence to national standards, as well.

We work with, and for, people that are not well, bringing added challenges that require your compassion and awareness. Please familiarize yourself with TPC policies and procedures, to make your time here more productive and enjoyable.

Complete the attached volunteer application. Be descriptive about your talents and abilities to help us offer you areas of work that best meet your interest. Read all the material provided and sign the ***Commitment and Confidentiality Statement*** agreeing to abide by all TPC policies and procedures.

Training and Development

Volunteers receive training as part of their volunteer service with TPC. All volunteers must complete an orientation, on-the-job or program training, and participate in continuing education classes as needed.

Volunteer Orientation provides an overview of TPC, its mission, history and goals. Each volunteer will participate in a scheduled orientation within the first month of beginning their service. The orientation is designed to provide a framework for volunteering.

Volunteer Assignment or Program Training is provided by the supervisor for each volunteer placement. The training details the skills and knowledge necessary to perform each person's volunteer assignment.

Purpose of Volunteer Policies

These policies are written to provide overall guidance and direction to staff and volunteers engaged in volunteer service while describing volunteer management efforts. It will also help staff and volunteers maintain the standard of behavior expected of them and will avoid the possibility of unfounded allegations. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Poverello Center, Inc. reserves

the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to, or exceptions from, these policies may only be granted by the Volunteer Program Manager and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Volunteer/HR Manager or CEO.

Definition of Volunteer

A "volunteer" is anyone who, without compensation or expectation of compensation, performs a task at the direction of and on behalf of the agency. A "volunteer" must be officially accepted and enrolled by the agency prior to performance of the task. Unless specifically stated, volunteers shall not be considered as "employees" of the agency.

Type of Volunteers

- **Corporate Volunteers:** employees who comes in behalf of an organization - in groups or individuals.
- **Senior Programs:** AARP and Urban League, retired senior citizen who want to return to the workforce and need to be trained for.
- **Community Service:** law offenders, social and/or public beneficiaries.
- **Students:** mid or high school, college, university, graduated and/or special programs students.
- **Servers/Professionals:** personal trainer, acupuncturist, massagist, hairstylist, chiropractor, reiki master, social worker, among others.
- **Self-Deployed or Spontaneous Volunteers:** groups or individuals who want return to the community.
- **Long-Term / Short-Term:** unlimited period, special projects.

Screening, Personal or Professional Reference Checks

For some tasks, volunteers must submit work and professional references. If such is required, it will be outlined in the task description.

For Community Services voluntarism, is required written documentation from the court, the specifics of the offense, the time sheet and some additional information before starting.

Court Ordered Community Service Application Process:

TPC will not accept a volunteer for community service credit who is being charged, pleading guilty to or having been found guilty of certain serious offenses including but not limited to:

Acceptable Offenses	Unacceptable Offenses
Contempt of Court	Armed Robbery
Perjury	Assault
Child Support	Aggravated Assault
Minor Traffic Violations	Battery
License, Tag and Registration Violations	Kidnapping
Minor Drug and Alcohol Violations	Arson
Truancy	Felony Robbery
	Sexual Abuse
	Sexual Assault
	Rape

Certain offenses will be considered on a case-by-case basis as to whether or not an individual will be allowed to volunteer with TPC. Such offenses include but are not limited to: Drug Possession, Drug Sale, Violation of Probation, Burglary and Theft.

NOTE: At minimum it can take up to 2-4 business days for the approval process to be completed.

Client's Rights

TPC believes that all clients and their care partners have the right to:

1. Respectful treatment regardless of their physical or emotional condition.
2. A compassionate response from staff and volunteers.
3. Be informed of the services that TPC provides, the steps necessary to apply for those services, or the reason(s) why a service may be unavailable.
4. A timely response to client inquiries or request for services.
5. Receive quality service without discrimination as to age, race, color, religion, gender, gender identity, national origin, economic status, or sexual orientation.
6. Expect complete confidentiality, as required by law. Release of any client information is prohibited by law without written consent from the client. Discussion about clients' personal information with anyone including family, friends and other organizations' representatives is prohibited by law unless authorized in writing by the client.

Respect: Perhaps, more than any other illness, HIV challenges human relationships most deeply. It causes us to evaluate our attitudes regarding morality, sexuality, how we judge one

another, who we include in **our** community, and who we identify with as part of **us** versus **them**. Please remember we are all here to support one another.

Compassion: HIV gives us a mirror in which we see who we are and how we respond to others. On the surface, it appears to be a simple matter. However, it can become challenging to practice open mindedness and understanding in an environment which one may never have experienced. HIV does not discriminate regarding who is infected, nor does TPC discriminate in who we help.

Confidentiality: When a client completes the *Intake Process* they are promised that all information will be kept confidential in accordance with Federal Law and Florida Statutes. TPC's *Commitment and Confidentiality Statement*, signed by all staff, volunteers and authorized guests, stresses clients' rights to privacy and that all information shall be treated as *Strictly Confidential*. Penalties for violating federal and state statutes dealing with a client's right to confidentiality range from disciplinary action, termination and possible legal action including remuneration.

Volunteer Opportunities

As a volunteer, you will be trained and made comfortable to do your part with ease. Our goal is to help you enjoy your time here, be satisfied with your work, and become a proud and integral part of this organization. Management's desire is to encourage socialization and long-lasting friendships. You will find that many volunteers call TPC home for years, if not decades.

It is our interest to offer you a safe place, with high standards of ethics and professionalism where you can find a harmonious working environment and a team committed to our mission. Here you will find space to put your skills and experience to work while working toward our goals. After completing the paperwork, you will receive a TPC facilities tour so that you will have an overall frame of reference that will help you to decide where you best fit into our daily activities. Together, we can link your skills with our needs. Here are some options:

1. **Food Pantry** - The food pantry maintains an inventory like a grocery store. It is located at the rear of the facility has two main sections:

The lobby where client's check-in, order and pick up their food; and

Storage and sorting areas where the food is stored, sorted and packed. Staff check in clients, assisting them in choosing an individualized menu that best matches their medical needs. In the back area, volunteers pack food based on clients' menu selections and deliver the food to the front counter. Other volunteers assist clients in further offerings as available (e.g. baked goods, farmers market, etc.)

Counter Writer - Works with clients to review eligibility for services, properly documents/updates client's file, assists client with menu selections and directs them to further services, if needed.

Pantry Technician - In addition to stocking shelves this person works with the food pantry manager preparing food boxes, keeping the food pantry area organized, and assisting with inventory control and stock rotation.

Packer / Expediter - Fills the menu order per client selections, checks that the order is correct, brings completed order out to client, closing out of order signature and finishes with any further needs the client may have.

Pantry Prep - Converts bulk packaged meats, cheeses, and other foods into individual portions stored in appropriate refrigerated or frozen areas, packages fresh fruits and vegetables for each order.

2. **Receptionist and Office Support Staff** - The Administrative Office entrance is located on the south side of the building between the food pantry and the thrift store. Answers phone calls, receives visitors, receives and distributes mail, and provides office support such as copying, filing, and data entry.
3. **Thrift Store** - Is located at the front of the building where donated items such as furniture, clothing, electronics and more, are sold to the public. Income from the thrift store is used for support services and additional food purchases. The thrift store offers these volunteer opportunities:

Dispatcher - Plans and schedules pick-ups and prepares daily logs.

Greeter/Donation Intake - Accepts donations through the doorway at the back of the store, facing the driveway. Assists the person(s) donating goods, providing them with a tax receipt. Greets customers who may enter the store thru the donation doorway.

Sorter/Pricer - Inspects items to determine sale-ability and sorts them to their respective departments. Price items per guidelines set up by TPC. Stock items once priced, as well as straighten the shelves and racks throughout the day, to keep things in order.

4. **Live Well Center** - The Poverello Live Well Center is located approximately one block north of the TPC at 2200 NE 12th Ave. Hours of operation are Monday - Friday from 8:00 a.m. - 8:00 p.m. and Saturday from 9:00 a.m. to 3:00 p.m. The Poverello Live Well Center includes a full-service gym, along with alternative health services including acupuncture, chiropractic and massage, all of which are free of charge to TPC clients.

Receptionist - Answers phone calls, makes appointments for alternative health services via secure web portal, prepares new membership paperwork, keeps all files in order, cleans, and provides a welcoming and friendly atmosphere for all guests.

5. **Special Events** - From time to time throughout the year, TPC participates in special events to promote awareness and raise funds to put toward our mission. These events need

volunteer assistance to assure success. For those volunteers interested in special events, please visit our website: www.poverello.org or call to 954-561-3663 and speak with our Events Coordinator at TPC, for event information and available opportunities.

Guidelines for Volunteers

You will learn specific company policies and procedures regarding client confidentiality and customer satisfaction, food handling, personal safety, and other regulatory and corporate controls that affect us. Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff and TPC. The following are only some examples of expected conduct which if not followed could lead to dismissal:

Daily Tasks

- Unless otherwise directed or after office hours, always enter and leave the building through the Administrative entrance.
- Park at the Wellness Center, The Pride Center (except Tuesdays) or if those options are unavailable, toward the back of our parking lot.
- Sign in to the service log-in book, if required.
- Clock in when you arrive, clock out when you leave, as we need to know you are here working.
- No bags are allowed in work areas.
- To keep personal belongings safe; leave valuables at home or request a locker.
- No shopping in back work areas.
- No cell phone or headphones use, unless on a break or in case of an emergency.
- No drugs or alcohol.
- Follow your supervisor's instructions.
- Eat and drink in the lunch-break room only.
- Smoking is permitted outside, in the designated area at the back side of the building only.
- You steal, you leave, it's that simple. Security/Surveillance cameras throughout the facility keep everyone safe and everything monitored.
- Act responsibly and be courteous while you are here, you represent TPC.
- Unsatisfactory performance or conduct will result in termination as our volunteer.

Health and Safety

- Bend at the knees when lifting boxes. If an object is too heavy for you, notify your supervisor.

- Wear protective gear such as gloves, eye protection and hair net, when appropriate.
- *Always* wash your hands before and after handling food.
- Report all injuries to your supervisor *immediately*.

Dress Code: If you will be doing office work, please dress in business casual attire. If will be doing other manual labor tasks, please dress casual. We are a family-oriented organization; please dress accordingly:

- Pants: Jeans are fine, but not jeans with holes. Avoid Shorts and Spandex.
- Tops: Offensive/vulgar message, midriff, low-cut tops and tops with holes are unacceptable.
- Shoes: closed-toe are required, clean, comfortable and safe clothes. Opened-toe shoes, sandals and flip-flops are unacceptable.
- Wear the TPC identification badge name at all times while volunteering.

Drugs, Alcohol and Smoke-Free Workplace

To help ensure a safe, healthy and productive work environment for our employees and everybody, to protect TPC property, and to ensure efficient operations, the TPC has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees and other individuals who perform work for the TPC. No use of tobacco products including cigarettes and “spit tobacco” or e-cigarettes is permitted within the facilities or on the property (facility and vehicles) of TPC at any time.

Volunteers Code of Ethics

- Be a good citizen and comply with the spirit of the law.
- Act responsibly toward the communities in which we work and for the benefit of the communities that we serve.
- Be responsible, transparent and accountable for all our actions.
- Improve the accountability, transparency, ethical conduct and effectiveness of the nonprofit field.
- Treat everybody fairly and without prejudice or discrimination. You must not make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures.
- Always ensure language is appropriate and not offensive or discriminatory; avoiding talking about issues related to politics, religion or any other topic that may be considered offensive and tasteless (including in the work areas as well as in the breaks room).

- Protect everyone's rights. When it appears that a member of the staff has violated this Code of Ethics, please report the issue to the Volunteer/HR Manager, your supervisor or the CEO.

Attendance, Breaks and Time

Volunteer attendance is essential to the smooth operation of TPC. Volunteers should notify their supervisor in advance if they are unable to be present on their scheduled day, or if they will be late.

Breaks: The length of time and where you volunteer will determine your breaks. Everyone who is volunteering receives a very friendly treatment in our organization, we offer breakfast and lunch free of charge; If your shift is for more than 6 hours you have a 30-minutes lunch break, please be considered as we have a very limited space. If your shift is 4 hours or less, you will have 15- minutes break.

If you prefer to bring your own food, there is a refrigerator in the break-room for you to store your food; we also have a microwave for warm it.

Return of Property

Volunteers are responsible for TPC property which includes all materials, files, keys, passwords, any other written or electronic information issued to volunteers or in volunteer's possession or control. All TPC property must be returned on or before your last day. TPC may take all actions deemed appropriate to recover or protect its property.

Dismissal of a Volunteer

TPC reserves the right to terminate the agreement for volunteering regardless of the conditions of it (spontaneous and/or community service) if the participant is unproductive, fails to adhere to the guidelines, is disruptive or in any way negatively impacts the accomplishments of the organization's mission. Volunteers who do not adhere to the rules and procedures of the agency or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated under normal circumstances, until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff or the Volunteer/HR Manager. Certain behaviors are so egregious, immediate dismissal may be appropriate. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of agency materials, abuse or mistreatment of clients, staff or other volunteers, failure to abide by TPC policies and procedures, and failure to satisfactorily perform assigned duties.

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