



VOLUNTEER RULES AND REGULATIONS

EVERYONE who follows our outlined volunteer rules are welcome at Families Helping Families. We look forward to seeing many volunteers. We can't do this alone... so many thanks to each of you! YOU ARE ESSENTIAL in order for us to accomplish our mission.

Thanks for being a blessing to your community.

1. You must have filled out a volunteer application, signed a confidentiality statement, signed an agreement to the FHF Rules & Regulations and have been approved by a member of the FHF Board of Directors as a suitable volunteer of FHF prior to working a shift at the FHF Clothing Closet.
2. For the safety of children, all volunteers must undergo a background check by FHF. Volunteers may not begin service prior to background clearance.
3. Volunteers of the FHF Clothing Closet should at no time, give personal information such as address or phone number to guests. Also, volunteers of the Clothing Closet should refrain from bringing valuables (electronics, money, etc.) with them to volunteer.
4. You are welcome to shop AFTER you are finished volunteering, during family shopping time. If you came to 'volunteer' but ended up shopping instead, that's unacceptable and will not be allowed.
5. You are required to volunteer for a minimum of one hour.
6. You are asked to stay the entire time you agreed to volunteer. If you are unable to fulfill your volunteer commitment, we ask that you work with the FHF office to find another FHF approved volunteer to fill in for you.
7. Your time should be tracked on the TrackItForward.com website under the FHF name. If you do not have this setup, please contact the FHF office.
8. Children are always welcome at the FHF Clothing Closet however, we would prefer if you found childcare. So much more gets done AND faster when our little ones are absent. We DO NOT

provide childcare. Children must be supervised AT ALL TIMES by parent(s) or legal guardian(s) while at FHF.

9. All volunteers must be 18 years or older. Children ages 12 years and older may volunteer as long as they are accompanied by an FHF approved adult volunteer.
10. FHF funds provide all furniture needed in the closet. If you feel something is needed, please let us know.
11. All items in the Clothing Closet, office, garage and outside grounds must stay on the premises.
12. Please report any needed repairs to the FHF office. Repairs are not an expectation of volunteers.
13. For your security and ours, there must be a board member present during your assigned volunteer time.
14. Due to confidentiality, a board or staff member of FHF must be present and will assist the families who are here to use the Clothing Closet.
15. Please remember the washer and dryer are not here for personal use.
16. FHF is a place of business and unfortunately we do not have time to chat. We appreciate your much needed help in the Clothing Closet and ask that you remain in the Clothing Closet to help with the work that needs to be done.
17. Confidentiality is of utmost importance when volunteering at FHF. Please remember to use appropriate language and conversations when volunteering.
18. The undersigned temporary volunteer, (undersigned) hereby releases any liability for injuries or property damage and waives the right to expect compensation from Families Helping Families of Iowa (FHF), any of its owners, officers, clients, or employees that arises out of, or is connected with, or in any manner relates to, driving their personal automobile to or from locations. Undersigned agrees to be in possession of a current state driving license, have the appropriate registration and provide proof of automobile insurance. Undersigned acknowledges that FHF does not authorize the use of their personal automobile in the course of working for our clients to run errands, pick up items, hauling equipment or supplies with their own vehicle.
19. For your protection, please know that donation pickups should be managed by the FHF office.
20. Please wear an assigned Volunteer badge during your volunteer time.

I, the Volunteer, commit to the following:

- Recognize that safety is a priority at Families Helping Families, and commit to working safely, which includes using safety gear when required. I will report all accidents and injuries to Families Helping Families staff, however insignificant. And if I perceive a hazardous condition, I will report it to staff immediately.
- To fulfill my role as outlined in the assigned volunteer job description, and to perform my volunteer role to the best of my ability.
- To follow the Families Helping Families policies and procedures.
- To meet time and task commitments and to provide sufficient notice when not available. I will notify Families Helping Families staff to let them know if I will be arriving late for my volunteer shift, if I am unable to participate in the scheduled volunteer day, or if I will not complete an assigned task within the time allotted.
- To act in a way that advances the objectives of Families Helping Families and that enhances the work of the organization. I recognize that I may, from time to time, publicly represent Families Helping Families, and will embody professionalism and exemplary customer service.
- To not make any expenditure on behalf of Families Helping Families without expressed permission from Families Helping Families staff.
- Understand that I have the right to decline to perform any task for any reason. I accept that Families Helping Families staff reserves the right to end my volunteer session if I decline a task and no other tasks are immediately available. I understand that Families Helping Families may end my volunteer session for any reason.

I have read the Clothing Closet Rules and Regulations and agree to abide by them. I understand that this agreement may be cancelled at any time at the discretion of either party.

Volunteer Name

Date Signed

This volunteer agreement is designed to ensure the best possible volunteer experience at Families Helping Families. Neither party intends any employment relationship to be created now or at any time in the future. This agreement may be cancelled at any time at the discretion of either party.