

# FRIENDLY HOUSE VOLUNTEER HANDBOOK



## **WELCOME. THANK YOU FOR VOLUNTEERING.**

Volunteers are an integral part of Friendly House and the community. They are an essential component of our success, working behind the scenes and directly with children, older adults, families, donors and the public. We appreciate the time you've devoted to helping us make a difference in the world and hope that you find your time with us rewarding—and even fun!

## **ABOUT THIS HANDBOOK**

This handbook has something for all volunteers. It is intended to help you as a new volunteer orient yourself to Friendly House, answering FAQs and providing a context no matter what program you're involved in. We also intend it as an ongoing resource for long-term volunteers who, over time, may have questions or confront situations you seek guidance with.

## **ABOUT FRIENDLY HOUSE**

Founded in 1930, Friendly House is a private, not-for-profit neighborhood center and social service agency located in Northwest Portland. We have consistently adapted to meet the service needs of the Portland community, enriching the quality of life for all. Programs are offered free or on a sliding fee scale, depending on the program and how it is funded. Our mission is to create a thriving community by connecting people of all ages and backgrounds through educational, recreational and other life-sustaining services. We are guided by the values of personal development, integrity, compassion, reliability and vitality. Our programs include playgroup, preschool, after school, senior services & activities, transitional housing for homeless families, community classes and meeting space.

## **POLICIES AND PROCEDURES**

This manual is not an employment or volunteer contract and is not intended to create a contractual obligation of any kind. Neither you nor Friendly House is bound to continue the volunteer relationship if either you or Friendly House chooses, at will, to end the relationship at any time.

### **ATTENDANCE AND ABSENTEEISM**

Like many non-profit agencies, Friendly House constantly faces funding and staffing shortages. Volunteers are a crucial component of our services to children, families & older adults. Volunteers are also an invaluable part of our community-building mission.

We rely on volunteers. It is essential that you arrive on time and prepared for your volunteer shift. Staff, clients & other volunteers count on you. That said, we understand that you have a life, activities & obligations outside Friendly House. We ask that you take your commitment to us as seriously as you take those.

Whether you have a set weekly or more periodic schedule, please inform your immediate supervisor if you know you will be absent. The most difficult situation for staff is when you don't show when we expect you. Please call 503.228.4391, or the direct number your supervisor may have provided, 24/7 to leave a message.

### **TIMESHEETS**

Regular program volunteers should maintain an accurate, up-to-date timesheet of their hours. Depending on the program, occasion & volunteer, this can be done via the volunteer database <https://www.volgistics.com/ex/portal.dll/?FROM=32243> or paper timesheets. You should be shown the proper procedure during orientation.

## **DATABASE**

Volunteer applications and profiles are accessible via a secure online database. Volunteers can access and edit their profiles at any time.

<https://www.volgistics.com/ex/portal.dll/?FROM=32243>

It is the volunteer's responsibility to keep his/her contact information updated and accurate, including emergency contact information.

## **VERIFICATION OF SERVICE**

Friendly House can provide verbal or written verification of volunteer service when the volunteer has maintained an accurate timesheet and/or signed in/out on event attendance forms. Because staff work with numerous volunteers, timesheets & attendance forms are the only way to verify past volunteer service.

## **EXPENSES/REIMBURSEMENT**

If approved in advance, we can reimburse volunteers for mileage accrued in service to Friendly House and for supplies & materials purchased on behalf of Friendly House. Ask your supervisor how to claim reimbursements. You must submit all receipts with your reimbursement request.

## **CRIMINAL HISTORY/BACKGROUND CHECKS**

All volunteers 18 years or older with direct client, customer or student contact in an unsupervised situation or location must complete & pass a background check. In these situations, a background check must be completed with the volunteer coordinator before volunteering can begin.

Many volunteer opportunities (special events, some campus projects, for example) do not require background checks.

Program-specific legal requirements dictate which of two background checks a volunteer needs and when a background check is required. All volunteers 18 years and older in a children's program must enroll in the Child Care Division's Criminal History Registry via the CCD website <https://ssl7.emp.state.or.us/ccd/>. Enrollment costs \$3 for volunteers who have resided exclusively in Oregon during the previous 18 months.

Services for Seniors & Homeless Families volunteers' background checks are done via Oregon's Department of Human Services. Background checks are free; however, volunteers who have resided exclusively in Oregon for less than five year or who have criminal histories will need to provide fingerprints to DHS, which cost \$10-20. Please arrange this with Friendly House's volunteer coordinator.

Volunteers younger than 18 do not need background checks. Minors, however, must submit a signed parent waiver form (available on our website).

## **SMOKING**

Smoking is not permitted in any Friendly House building nor within 25 feet of any entrance.

## **DRESS POLICY**

We ask volunteers to practice good judgment in dressing for their assignment, from representing the agency to the public to moving furniture. Friendly House volunteers must dress according to the demands of their jobs and appropriate to the clients, customers or others with whom you are likely

to come into contact. If your job calls for being active with children, attire should be comfortable and able to get dirty. If your job calls for interacting with adult clients or customers, clothing is to be business casual. If your job calls for interacting with government, donor representatives or other professionals, attire is to be business casual to business formal. Please discuss with your supervisor what appropriate dress in your department is, both for daily wear and outside meetings or presentations.

In no case may Friendly House volunteers wear clothing or expose tattoos that condone or display the use of alcohol, drugs, sex, profanity or violence. In addition, clothing must be free of holes and stains and must cover body parts considered to be private such as chest, stomach, buttocks and reproductive body parts. Clothing that is inappropriately tight, strapless tops, lack of appropriate undergarments and undergarments that are showing are not allowed. Excessive or inappropriate body piercings are not allowed.

A supervisor may request a volunteer leave the premises and change clothes, or take other action necessary to comply with this policy before returning to volunteer.

### **PERSONAL VEHICLE USE**

Use of one's personal vehicle is the choice of the volunteer. All volunteers who drive on behalf of Friendly House must provide proof of insurance and license information, and assume all responsibilities under the law. We recommend that volunteers confirm coverage with their own insurance provider.

Volunteers recruited specifically for driving or whose duties explicitly require driving, including transporting clients, customers or others on behalf of Friendly House must:

- complete an online safety course via Philadelphia Insurance, arranged with Friendly House
- submit, and annually thereafter, proof of insurance and license information for a driving record check

Under no circumstances is driving on behalf of Friendly House permitted without prior approval from the volunteer coordinator.

### **CONFIDENTIALITY & OTHER AGREEMENTS**

The safety and well-being of our program participants is the highest priority. Volunteers are required to keep the lives and information of our clients confidential. All volunteers are required to sign a copy of the statement below when they submit a volunteer application.

*I understand and agree that submitting this application form does not automatically register me as a Friendly House volunteer, and that there may be certain qualifications I must meet, including the acceptance of established volunteer policies and procedures before I may begin volunteering.*

*This declaration affirms my understanding that all client information obtained by Friendly House staff or volunteers shall be considered confidential and not divulged for any purpose not directly connected with the administration of the program or required monitoring and evaluation for the purpose of compliance with county, state and/or federal funding requirements, except upon written consent of the recipient or the recipient's attorney, responsible parent, or guardian.*

*I acknowledge there are certain inherent risks serving as a volunteer, including but not limited to physical injury and death. I acknowledge that all risks cannot be prevented and I assume those*

*beyond the control of Friendly House, Inc. faculty and staff. I represent that I am physically able, with or without accommodation, to participate in volunteer service, and that I am able to use the equipment and/or supplies described. Should I require emergency medical treatment as a result of accident or illness arising during volunteer work, I consent to such treatment. I acknowledge that Friendly House, Inc. does not provide health and accident insurance for volunteers and I agree to be financially responsible for any medical bills incurred as a result of emergency medical treatment. I will notify Friendly House, Inc. staff at my volunteer site in writing if I have medical conditions about which emergency medical personnel should be informed.*

*I consent to, and authorize the taking, use, and reproduction of images and audio, of me (or of my child/children) at Friendly House by any Friendly House employee or by any media entity or individual hired by Friendly House. I understand that we will not be compensated for the use of our images. I agree that the images or audio can be altered for use in printed or electronic presentations and that Friendly House may copyright the images. This release shall remain in effect unless and until I notify Friendly House of my revocation in writing, and agree that such revocation will apply only to materials, presentations, or publications produced or printed by Friendly House after receipt of my written notification.*

#### **REVIEWS OR PROGRESS REPORTS**

We are happy to verify hours completed by students or other volunteers fulfilling community service requirements at Friendly House. Volunteers are responsible for maintaining an accurate record of their service. Ask staff how volunteer time is tracked in their program. Staff can also provide more detailed assessment of volunteer performance. Please let us know in advance if you will need your hours verified or a review completed.

#### **INJURY & ILLNESS**

If a volunteer is injured on the job, the injury must be reported to the volunteer's supervisor and any necessary forms must be completed. Any volunteer who has a service-related accident or incident must complete a Friendly House Incident/Accident Report.

If a volunteer is absent for an extended period due to a health condition that may affect his/her ability to perform the basic functions of his/her job, the volunteer must provide written verification from a duly licensed physician approving the volunteer's ability to return and to perform the duties of the his/her former position. If the volunteer is not able to perform all the duties of the former position, the doctor's letter must indicate the volunteer's physical restrictions. And subsequent doctor verification may be required for an increase of duties. Friendly House can also attempt to find an available and suitable alternative position.

The procedures outlined below must be followed by volunteers who wish to return to work following an injury or illness which has resulted in the volunteer missing for an extended period:

- a. All requests to return must be made in writing, dated, and signed by the volunteer.
- b. All requests to return must be accompanied by a dated, written release signed by the attending physician. This release must clearly specify whether the volunteer is restricted in any way.

Volunteers must keep their emergency contact information updated annually, so that in case of emergency Friendly House can help ensure volunteers' safety.

## **VOLUNTEER RECORDS**

All volunteer records are kept confidential and not shared publicly. When necessary, volunteer applications are exchanged only among staff, who must be in contact with volunteers for their programs. Printed volunteer applications and personal information is destroyed three years after a volunteer becomes inactive.

## **REPRESENTING THE ORGANIZATION**

As a volunteer, you represent Friendly House to the community just as an employee does. Our collective behavior helps determine our image and place in the community. Volunteers are expected to conduct themselves as professionally as an employee.

## **PROBLEM SOLVING PROCEDURE**

Whenever possible, talk with your immediate staff supervisor about issues you're having. Please don't wait until a situation is unbearable to speak up. Most conflicts can be resolved while they're small and with the help of staff immediately involved. Initiate a conversation via phone, email or in person. Please understand, however, if the supervisor asks you to set up a meeting to discuss the problem at a time that is more convenient. Likewise, you may expect that if staff is having a problem with your work, s/he will make an appointment to discuss it with you.

### **Step One**

Any concern or grievance should first go to the director of the program. The following information should be in writing and made available to the program director at the time of complaint:

1. Volunteer name
2. Address
3. Date of complaint
4. Nature of complaint
5. Resolution offered to volunteer
6. Volunteer response to offered resolution

If the problem is resolved, the above documentation will be placed in the volunteer's file.

### **Step Two**

If resolution is not achieved, the information and documentation shall go to the Executive Director, who will contact the volunteer within ten working days to attempt resolution.

### **Step Three**

If no resolution can be reached, the volunteer may appeal to a subcommittee of the Friendly House Board of Directors to be convened as needed. The volunteer may have this hearing within ten working days after the Executive Director has attempted resolution of the complaint.

### **Step Four**

Within ten days of the hearing, the decision of the subcommittee of the Board of Directors will be presented in written form to the volunteer and Friendly House. The subcommittee will act as the final authority.

Each step of this process will be documented.

## **DISCIPLINARY PRACTICES & DISMISSAL**

We hold our volunteers to a high standard. Friendly House will do everything we can to ensure your volunteer time with us is successful and rewarding for everyone. However, we reserve the right to discipline or dismiss volunteers when we deem it necessary.

#### **ENDING YOUR VOLUNTEER SERVICE**

Please let us know when/if you need to end your volunteer service for any reason. You don't need to tell us the reason, but we would like to know if something we have done (or not done) has caused you to leave. Constructive criticism and positive feedback are always welcome.

#### **EXIT INTERVIEW AND EXIT CHECKLIST PROCEDURE**

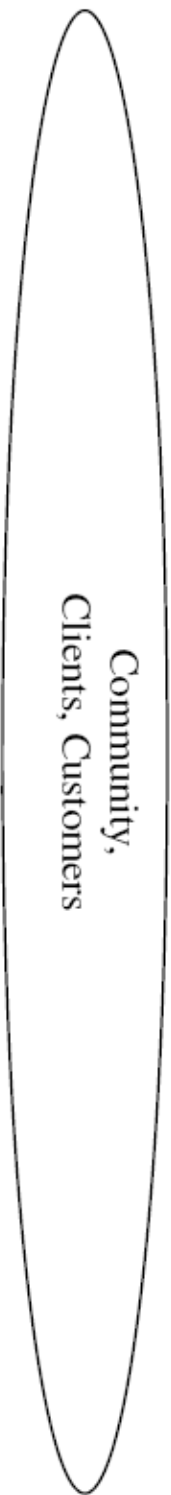
We invite volunteers, upon completion of service, to provide honest, constructive feedback about their time at Friendly House. We can provide an anonymous online survey or arrange for an interview. Volunteers can also choose an email, letter or phone call. Feedback can be directed to a supervisor, volunteer coordinator or the executive director.

#### **NON-DISCRIMINATION STATEMENT**

*It is the policy of Friendly House, Inc. to treat all people with dignity and respect. The agency prohibits discrimination based upon race, sex, religion, creed, color, gender identity, age, national origin, marital status, pregnancy, sexual orientation, citizenship status, military service, veteran status, housing status, familial status, source of income, political affiliation, union affiliation, physical disability, mental disability or other protected status in accordance with applicable law. In addition, we shall not discriminate against minority-owned, women-owned or emerging small business.*



# Friendly House, Inc. Organizational Structure



<b>Services for Seniors and Homeless Families</b> <b>Director: Mya Chamberlin (1)</b>	<b>Community Recreation and Education &amp; Campus Services</b> <b>Director: Denise Lafond (1)</b>	<b>Children's Programs</b> <b>Director: Abby Strom (1)</b>
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|---|--|---|
| <ul style="list-style-type: none"> <li>▶ I and A Specialist</li> <li>▶ Activity Coordinator</li> <li>▶ Gay &amp; Grey Coordinator</li> <li>▶ Lead Case Manager</li> <li>▶ Lead Case Manager / Alzheimers Specialist</li> <li>▶ Bilingual Case Manager</li> <li>▶ Case Managers</li> <li>▶ Volunteers</li> </ul> | <ul style="list-style-type: none"> <li>▶ Program Assiant (1)</li> <li>▶ Customer Srv Rep I</li> <li>▶ Customer Srv Rep II</li> <li>▶ Customer Srv Rep II Subs</li> <li>▶ Facilities Coordinator</li> <li>▶ Janitorial (contractors)</li> <li>▶ Volunteers</li> </ul> | <b>After School</b> <ul style="list-style-type: none"> <li>▶ Coordinators (2)</li> <li>▶ Lead Teachers</li> <li>▶ Support Teachers</li> <li>▶ Volunteers</li> </ul> |
|---|--|---|

**Director of Finance**  
Doug Weir

**Development Director**  
Megan Jolly

- ▶ Development Assistant
- ▶ Volunteer Coordinator
- ▶ Outreach Director

**Executive Director**  
Vaune Albanese

**Board of Directors Chair:** Cameron Birnie





## **VOLUNTEER RIGHTS & RESPONSIBILITIES**

All of our volunteers can expect certain things from their experience with Friendly House. In return, Friendly House has certain expectations of every volunteer. We encourage everyone to become familiar with these. Thanks!

### **OUR VOLUNTEERS HAVE THE RIGHT TO:**

- Be provided with an introduction to Friendly House, staff and facilities
- Be treated as an individual whose time and input is valued by the organization
- Participate in a well-defined role with clear expectations
- Receive training for assigned tasks and be given an explanation of how this work contributes to the larger mission for Friendly House
- Receive ongoing feedback about their work and a person to whom they can direct questions and receive support
- Learn about Friendly House, its mission and its programs
- Be given the opportunity for varied experiences
- Request a re-evaluation of their role/task if and when they would like to change

### **OUR VOLUNTEERS HAVE THE RESPONSIBILITY TO:**

- Be sincere in their offer of service to Friendly House
- Carry out their work reliably and to the best of their ability
- Contact Friendly House with any scheduling changes
- Be willing to participate in orientation and training
- Accept the guidance and decisions of Friendly House staff
- Represent Friendly House to the best of their abilities when working with the public as a volunteer
- Stay within the bounds of the job description, unless otherwise asked
- Communicate their needs & ask for help when needed
- Be realistic about their time commitment to the volunteer role
- Maintain flexibility and patience with unpredictable circumstances of our children, older adults, families, staff and/or events

## **ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK**

I, \_\_\_\_\_, have read and understand the Friendly House volunteer handbook. I will abide by the rules and guidelines stated therein at all times and understand that if I do not, that I may be asked to leave the volunteer program.

Date: \_\_\_\_\_ Volunteers Signature: \_\_\_\_\_

# ADDENDUM TO FRIENDLY HOUSE VOLUNTEER HANDBOOK

## USEFUL INFORMATION

### DAILY SCHEDULE

- Crawford Building: M-F, 7am – 9:30pm and Sa, 8:30am- 4pm
- Administration and Services for Seniors & Homeless Families: M-F, 8:30am-5pm
- Preschool: MWF, 8:30am-noon and M-Th, 12:30-4pm (school-year only)
- After School: M-F, 2:15-6pm (school-year only)
- Summer Camp: M-F, 9am-4pm (mid-June to mid-August)

### ANNUAL CALENDAR & HOLIDAY CLOSURES

Friendly House is closed for these holidays and events.

- New Year’s Day
- MLK Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving & day after
- Christmas Day
- Spring Auction (March)
- Gay & Grey Expo (October)

Preschool and After School operate on approximately the same calendar as Portland Public Schools and are closed during the summer. However, After School also operates all day when PPS is closed for in-service days. Summer Camp is mid-June to mid-August.

### MAJOR ANNUAL EVENTS

<u>Date</u>	<u>Event</u>
July	Homeless Families BBQ
August	SAGE MP BBQ
September	Open House
Date not set	Children’s Programs Auction
October	Gay & Grey Expo
October	ESCO Harvest Dinner for seniors
October	Fall Lunch fundraiser
December	SAGE MP Holiday Celebration
December	Family Caroling
December	Senior Holiday Celebration
December	Homeless Families Holiday Celebration
February	SAGE MP Valentine’s Day Gathering
February	Senior Program Valentine’s Day Gathering
March	Spring Auction
April	The Friendlies, Community Awards

June	Pride Festival
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**CONTACT INFORMATION**

Mailing address  
2617 NW Savier  
Portland, OR 97210

Anderson Building (administrative offices)  
2617 NW Savier

Crawford Building (community center; After School, Services for Seniors & Homeless Families,  
SAGE Metro Portland)  
1737 NW 26<sup>th</sup> (@Thurman St)

Brentano Building (Preschool and After School classrooms)  
1715 NW 26<sup>th</sup>

(503) 228-4391  
(503) 228-0085 fax  
[www.friendlyhouseinc.org](http://www.friendlyhouseinc.org)

## FRIENDLY HOUSE PROGRAMS

### SERVICES FOR SENIORS AND HOMELESS FAMILIES

**Services for Homeless Families** assists families with moderate to high level barriers to housing. All families approved for housing assistance receive strength-based case management and financial and in-kind support services while being housed in local apartments. **Services for Seniors** provides strength-based case management for adults 60 and better, including advocacy, transportation, and coordination of services to enhance the lives of seniors living independently. Information & assistance is available to all seniors and their loved ones. Part of services for seniors is **SAGE Metro Portland**, whose purpose is to enhance the lives of older sexual minority community members through education, advocacy, outreach and the development of gay-friendly housing resources.

### CHILDREN'S PROGRAMS

**Playgroup** is a drop-in program and social time for babies from birth to age three and their parents or care givers. **Preschool** prepares children for kindergarten with challenging activities that promote development, cooperation and problem-solving skills. Through Oregon Prekindergarten Program (OPK) and Portland Children's Levy, low-income children receive scholarships and comprehensive family services. Our **After School Program** (formerly known as Friendly Chaps) provides safe, affordable before- and after-school programming for more than 120 Chapman Elementary students. **Project Return** integrates students whose families are experiencing homelessness into our After School Program and focuses on academic support and social skill building. During the summer we offer **day camps** for preschool and elementary school-age children in the Portland metro area.

### COMMUNITY RECREATION & EDUCATION

**Community Recreation & Education** hosts an eclectic mix of classes each quarter, taught by professionals and members of the community at Friendly House facilities and in the wider Portland area. The program offers activities such as drop-in athletics and classes for adults, teens, senior adults and senior adults who are sexual minorities. In addition, Friendly House offers a fitness room, gym, internet center and room rental for meetings and events.

The **volunteer program** enhances all Friendly House programs by recruiting and coordinating community members to assist staff and work directly with children, seniors and families. Hundreds of volunteers contribute thousands of hours each year, making Friendly House's work possible. Opportunities for individuals and groups include one-time events and projects, and ongoing involvement.

Updated 10.05.12

### **FRIENDLY HOUSE'S NEWEST PROGRAM: COMMUNITY CONCIERGE**

In response to declining government funds for essential services for low-income older adults, Friendly House conceived a mission-based social enterprise to provide similar services as are described under Services for Seniors to meet the needs of the more affluent population of elders who want to age in their own homes for as long as they choose. The venture will contribute to the ability of older adults to live self-determined lives and provide peace of mind to the loved ones

of customers who can depend on Friendly House to provide reliable, compassionate, high quality care.

Community Concierge offers quality in-home personal assistance and service coordination for older adults living within Friendly House's service area. Assistance ranges from convenience options to urgent, life-sustaining services. Customizable packages cater to active older adults as well as those who require support to thrive in their homes and community. Core services include Friendly House Membership; a la carte services like yard care, pet care, home repair, bill paying and other professional services; and personal assistance, including housekeeping, laundry, shopping, medical escorts, bathing assistance, meal preparation and companionship.

Based on its 83-year history as the premier service provider in Northwest Portland and 35 years supporting older adults to maintain their independence, Friendly House secured start-up funds from two local foundations interested in the potential of this model to support our programs and to be replicated in other senior-service organizations in the Portland area. The project is set in three, one-year phases and, according to a recently completed business plan, will result in a sustainable revenue stream that will support Friendly House programs.

**For more information about Community Concierge, please contact Lana Brewer at [lbrewer@friendlyhouseinc.org](mailto:lbrewer@friendlyhouseinc.org) or call 503-935-5281.**

10.24.2012va

## **FRIENDLY HOUSE MISSION, VISION & VALUES**

### **MISSION**

Friendly House creates a thriving community by connecting people of all ages and backgrounds through quality educational, recreational and other life-sustaining services.

### **VISION**

Friendly House is a model for quality programs and services that sustain and enrich lives in the Portland Metropolitan community.

### **VALUES**

**Personal Development** – We believe that each individual deserves opportunities for personal growth and enrichment.

**Integrity** – Our principles are guided by honesty and respect. We are dedicated to fairness, professionalism and fiscal responsibility in all that we do.

**Compassion** – We recognize the worth and dignity of each individual. We support and advocate for each other, our clients and community members.

**Reliability** – People can count on us to provide a safe environment, competent staff and effective, high quality programs.

**Vitality** – We are enthusiastic, proactive and innovative. We continually strive for success by supporting and inspiring each other to excel.