



Morongo Basin Unity Home, Inc.

The Helping Hands of Unity Home Volunteer Program; Policy and Procedures

Purpose:

- A) To provide for our Clientele, Volunteers of diversity culture as well as talents and career choices; to best serve our diverse client base.
- B) To provide community members 18+ years of age, an opportunity to not only become acquainted with Domestic Violence Prevention Programs in their local community; but to better understand the impact they can make in the process.

Volunteers will not replace paid Advocates but serve to supplement and enhance existing programs and services to clients, their families, and Domestic Violence Programs.

The 'Helping Hands' of Unity Home are an important and vital role at MBUH, Inc. We make every effort to integrate and coordinate Volunteer talents and needs with the needs of MBUH Inc.

Procedures: (Thrift Store Volunteers skip #'s 3/4/5)

- 1) Potential Volunteers will complete an application and submit to Human Resources or his/her designee.
- 2) Volunteer will meet with HR and or designee for Panel Review.
- 3) Potential Volunteer will complete Live Scan.
- 4) Once HR has received the approved Live Scan; Volunteer will sit with HR and/or designee to complete file documents and discuss schedule/orientation.
- 5) Volunteer will sign-up / complete 40-Hour Domestic Violence Training within 90-days of Volunteer status.
- 6) A record of the individual hours are recorded by the Volunteer, by signing in and out each shift; completing the time card and turning it in to HR and/or designee by the 3rd of each month.
- 7) All Volunteers are required to wear closed-toed shoes with good traction and long pants. Volunteers with inappropriate attire, such as sandals, tank top etc., will be prohibited from Volunteering their scheduled shift.

8) Smoking must be done at least 20 feet from the building entrance.

9) Workplace safety is important to all of us. Volunteers shall conduct themselves in a way that promotes safety of themselves, co-workers and clients/store patrons. Volunteers should never put themselves or others in a situation that makes them fearful or uncomfortable. PLEASE notify HR and/or E.D., as soon as you are able.

10) MBUH Inc. encourages the Helping Hands Volunteers of Unity Home to take initiative, voice concerns, and share ideas.

11) Volunteers have access to all supplies and equipment of Morongo Basin Unity Home. There will be no removal of Organization property without the approval of the E.D.

Volunteer Acknowledgement/Date

HR or Designee/Date



HELPING HANDS OF UNITY HOME

VOLUNTEER JOB DESCRIPTION

General Qualifications for all Volunteers

1. Completion of Orientation
2. Knowledge of and sensitivity to issues of domestic violence
3. Ability to maintain confidentiality
4. Ability to work with and without Direct Supervision
5. Attend meetings and trainings
6. Agree to follow all MBUH, Inc. Policies and Procedures.

Specific Qualifications/Job Descriptions:

Hotline Worker: Hotline is 24/7/365. Resource materials/training are provided.

Duties include: Providing support and information to callers, keeping appropriate records and passing information on to other staff and volunteers.

Childcare Provider: As possible, we provide childcare for support groups and for parents in shelter, when appropriate.

Duties include: Supervising children during meetings and activities, maintaining an atmosphere of non-violence while allowing children to express themselves and test limits, and informing staff about alleged or suspected child abuse.

Shelter Mentor: The shelter mentor program allows volunteers to work one-on-one with current shelter residents.

Duties include: Providing basic advocacy for shelter residents, including empathetic listening, emotional support, resources, safety planning, and transportation. *(A review of your driving record through the Department of Motor Vehicles is required for transport responsibilities.)*

Outreach Support: MBUH, Inc. can always use help around the office.

Duties include: Filing, copying, answering phones, etc.

Community Awareness: MBUH, Inc. is out in the community; on college campuses, and at community agencies. Staffing informational tables and giving presentations on our services as well as the dynamics of domestic and sexual violence.

Duties include: Staffing informational tables, and co-facilitating presentations with staff in the community.

Fundraising: MBUH, Inc. holds a number of fundraising events throughout the year, which rely on volunteer assistance. Additionally, one could become part of the fundraising committee.

Duties include: Organizing and participating in special events, attending monthly meetings, and planning MBUH, Inc. fundraising future.

Wish List Drive Organizer: A Wish List Drive is when a volunteer or group of volunteers coordinates with a local grocery store to provide shoppers with copies of MBUH, Inc. current wish list so that interested shoppers are then able to purchase needed items for shelter residents (like toiletries, household items, etc.).

Duties include: Organizing and planning Wish List Drive, coordinating with MBUH, Inc. staff, and dropping donations off at MBUH, Inc. Administrative Office.

Any volunteer involved in direct service will be required to keep accurate statistics and communicate any pertinent information to staff. Questions or concerns should be brought to the Community Outreach Advocate, Human Resources, or the Executive Director immediately.

REQUIREMENTS of a Helping Hands of Unity Home Volunteer

1. Complete Volunteer Application
2. Complete 40 hour Domestic Violence Training
3. Must have a valid California driver's license and insurance
4. Must pass California DOJ & FBI (Live Scan)
5. Attend staff meetings
6. Sign up for two service shifts per month
7. Be willing to make a six (3) month commitment
8. Choose the area of Volunteer status best suited for your schedule/skillset
9. Bi-lingual a plus but not required
10. If you are a survivor of domestic violence, we ask that one+ year(s) has elapsed since receiving services, before applying to Volunteer for our program.

All direct service positions require training, which is learned through lecture, discussion, reading exercises, power points, role plays, as well as hands on training.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel, whether volunteer or staff, may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Volunteer Signature: _____ **Date:** _____

Supervisor's Signature: _____ **Date:** _____



Welcome to Morongo Basin Unity Home Inc.!

We are excited that you have decided to become a powerful voice in a victim's life, and we are eager to work with you. We know that you will find your work as a Unity Home Volunteer to be meaningful. We also know that at times the work can be very frustrating. We are here to help you be the best advocate you can be for a Victim of Domestic Violence.

This handbook is intended to help clarify the policies and procedures for UNITY HOME Volunteers. If you have any questions about it, please ask! We will be asking you to sign a statement indicating you understand and accept these policies.

Communication with UNITY HOME staff is essential.

Confidentiality is also essential. You can discuss your volunteer efforts with UNITY HOME staff at any time. You cannot discuss any specific incident regarding a victim of domestic violence with any reporter or other representative of the media, your family, friends, or neighbors. Never discuss names or details of any case with non-advocates. Contact your Supervisor/HR/ED when you need to discuss matters regarding Unity Home or vent your feelings. Refer the media to the UNITY HOME Executive Director.

New allegations of abuse or neglect must be reported to your Supervisor/ED and to the Unity Home Hotline 760-366-9663. Mandated Reporters are also required to complete a SCAR report.

Conflicts may occasionally occur. In this case, you should first talk to your Supervisor. If you are not able to obtain resolve, bring concern(s) to the Human Resource Director. If you are still not able to obtain resolve, please make an appointment to sit with the Executive Director.

Conflicts of interest, and the appearance of conflicts of interest, should be completely avoided. If you had any prior non-UNITY HOME relationship with anyone involved in a case, you should not accept that case.

Other volunteer opportunities are available. If you would like to take a break between or if you would like to help in other ways, talk to your Supervisor/HR about other areas of volunteer services available.



VOLUNTEER WAIVER, RELEASE, AND INDEMNITY AGREEMENT

Between
Morongo Basin Unity Home, Inc.
And

(Hereinafter "The Volunteer")

This document sets forth the responsibilities and understandings of the volunteer and of Morongo Basin Unity Home regarding volunteers participation in volunteer programs partially or wholly coordinated by Morongo Basin Unity Home.

The Volunteer and Morongo Basin Unity Home agree as follows:

1. The volunteer performs the service of the volunteer's own free will, without promise, expectation, or receipt of remuneration. The volunteer is not an employee or agent of Morongo Basin Unity Home for any purpose and the volunteer's services are not controlled or mandated by Morongo Basin Unity Home.
2. If the volunteer is under the age of 18, the volunteer may only participate in volunteer service with express written consent of the volunteer's parent or guardian.
3. The volunteer understands and agrees that it is possible that he volunteer may be injured or otherwise harmed during volunteer service due to accidents, acts of nature, the volunteer's negligent or intentional acts, or the negligent or intentional acts of others, that while Morongo Basin Unity Home has no control over most risks, and , thus cannot and does not guarantee nor take any responsibility for the safety of the volunteer or the volunteer's property while the volunteer is engaged in volunteer service; and that the volunteer must take full responsibility for himself or herself and assume the risk of harm or damage while serving by taking all necessary and reasonable precautions and acting in a manner that will help protect himself or herself and his or her property.
4. The volunteer agrees to waive and release Morongo Basin Unity Home from any and all potential claims for injury, illness, damage, or death which the volunteer may have against Morongo Basin Unity Home that might arise out of the volunteer's service and to hold Morongo Basin Unity Home harmless there from.
5. The volunteer agrees and understands that injuries or losses to others, such as co-workers or the person (s) being helped, may occur as result of the volunteer's negligent or intentional acts during volunteer service, and that to avoid such ham1, the volunteer must exercise care and act responsibly in serving others.
6. If any injury or loss to another does occur due to the volunteer's intentional actions or due to volunteer's negligent actions arising outside of the scope of the volunteer's

activities, the volunteer must accept the liability for and repair, or make reparations for, the harm done.

7. Morongo Basin Unity Home is not providing the volunteer with insurance coverage for any injuries, conditions, or losses to the volunteer arising out of volunteer activities, except that Morongo Basin Unity Home does provide liability insurance coverage on all Morongo Basin Unity Home vehicles used during service projects.
8. The volunteer must maintain his or her own primary medical insurance and the volunteer's own automobile liability insurance when driving a non-Morongo Basin Unity Home vehicle to cover potential medical and other costs related to the volunteer service; and the volunteer is also encouraged to maintain property and life insurance coverage while serving as a volunteer.
9. All costs for injury or loss above the coverage provided by the volunteer's insurance are the volunteer's personal responsibility.
10. In projects where the volunteer will be transporting others in a non-Morongo Basin Unity Home owned vehicle, the volunteer may be required to provide proof of automobile insurance in order to participate.
11. Since volunteers are not Morongo Basin Unity Home employees, Morongo Basin Unity Home does not provide worker's compensation coverage for injuries or illnesses to the volunteer arising out of volunteer activities.
12. Morongo Basin Unity Home will provide you with a legal defense, upon your request, in response to any claim or action brought against you, arising out of your volunteer service in a program that Morongo Basin Unity Home helps coordinate, where you were acting in good faith and reasonably believed you were acting within the scope of the volunteer activity, and the act in question was not an intentional or knowing act constituting illegal, willful, or wanton misconduct. However, Morongo Basin Unity Home will not defend you in any case where the injury resulted from your operations of a non-Morongo Basin Unity Home motor vehicle, vessel, aircraft, or other vehicle for which a pilot or operator's license is required or where the suite is brought by an authorized governmental officer to enforce a federal, state or local law.
13. In legal actions in which Morongo Basin Unity Home provides your defense, Morongo Basin Unity Home will pay for reasonable attorney fees, judgments, settlements, or other expenses directly related to your defense only up to the limits presently stated in the appropriate State statutes, one time only per volunteer. Morongo Basin Unity Home will control the defense and you must reasonably cooperate and comply with Morongo Basin Unity Home decisions and procedures.

By signing below, the parties confirm they have read, understand, and consent to the terms of this waiver agreement.

Volunteer

Printed Name

Date



MORONGO BASIN UNITY HOME, INC. * 7237 Joshua Lane, Yucca Valley, CA 92284 * 760-366-1247

VOLUNTEER APPLICATION

Name: _____ Phone(c) _____

Address: _____ City: _____ State: _____ Zip: _____

Email address: _____

Date of Birth _____ Occupation: _____

Employer: _____ Address: _____

Can you be reached at work? _____ Phone: _____ Hours: _____

Length of Employment: _____ Social Security Number: _____

Person to Contact in Case of Emergency: _____

Address: _____ Phone: _____

Education	School	Degree	Date Graduated	Major
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High School: _____

College: _____

List the organizations with which you are affiliated: _____

Have you served or are you serving with any other volunteer programs? _____

Do you have any objectives or career goals for school or employment that you would like to work toward through your volunteer training? _____

If yes, please explain: _____

What do you personally want to get out of volunteering for Unity Home? _____

Morongo Basin Unity Home, Inc., follows an Equal Opportunity Employment Policy.

Mission Statement

"To provide a safe haven for victims of domestic violence, to educate and assist them through counseling, legal advocacy and building their self-esteem as to allow them to live their life free of the fear of abuse."

References (other than relatives)

1. _____
Name _____ Phone _____

2. _____
Name _____ Phone _____

3. _____
Name _____ Phone _____

Have you ever been convicted of a crime other than a traffic violation? _____

If yes, please explain _____

Valid Driver's License? Y N Insurance? Y N Days/Time Frames of availability: _____

Can you make a 6 month commitment to volunteer for MBUH, Inc.? Y N When can you begin? _____

Please mark the specific areas of interest and/or experience:

- | | | | |
|--------------------|-----|----------------------|-----|
| Shift Coverage | ___ | Child Care | ___ |
| Group Facilitation | ___ | Donation pick – up | ___ |
| General Office | ___ | Thrift Store | ___ |
| Client Mentor | ___ | Social Media Manager | ___ |
| Transports | ___ | Fundraising | ___ |
| Maintenance | ___ | Special Events | ___ |
| General Office | ___ | Supervised Visits | ___ |
| Court Support | ___ | Other _____ | ___ |

For the purpose of my placement as a Volunteer with Morongo Basin Unity Home, Inc., I authorize MBUH, Human Resources to contact any of the above referenced in order to verify any of the above information. I understand I am required to pass a LiveScan and complete the State Mandated 40-Hour Domestic Violence Training prior to becoming a Volunteer for Unity Home; (with the exception of Thrift Store Volunteer Service). If I am selected as a Volunteer, I agree to comply with the Confidentiality Pledge(s) of MBUH, Inc.

Also, I understand that I am responsible for the fees to obtain a LiveScan. MBUH Inc. will reimburse LiveScan fees up to \$38. to Volunteers, following the providing of receipt of payment, along with 90+ days of service as a Volunteer for MBUH Inc.

Signature of Applicant Date Completed

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References (other than relatives)

1. _____
Name Phone

2. _____
Name Phone

3. _____
Name Phone

Have you ever been convicted of a crime other than a traffic violation? _____

If yes, please explain _____

Valid Driver's License? Y N Insurance? Y N Days/Time Frames of availability: _____

Can you make a 6 month commitment to volunteer for MBUH, Inc.? Y N When can you begin? _____

Please mark the specific areas of interest and/or experience:

- | | | | |
|--------------------|-----|--------------------|-----|
| Shift Coverage | ___ | Child Care | ___ |
| Group Facilitation | ___ | Donation pick – up | ___ |
| General Office | ___ | Thrift Store | ___ |
| Client Mentor | ___ | Outing Shadow | ___ |
| Transports | ___ | Fundraising | ___ |
| Maintenance | ___ | Special Events | ___ |
| General Office | ___ | Supervised Visits | ___ |
| Court Support | ___ | Other _____ | ___ |

For the purpose of my placement as a volunteer with Morongo Basin Unity Home, Inc., I authorize MBUH, Human Resources to contact any of the above referenced in order to verify any of the above information. I understand I am required to pass a Live Scan and complete the 40 hour State Mandated 40 Hour Domestic Violence Training prior to becoming a volunteer for Unity Home. If I am selected as a volunteer, I agree to comply with the confidentiality pledge(s) of MBUH, Inc.

Signature of Applicant

Date Completed

Mission Statement

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