# Table of Contents

- Welcome to Neighborhood House .......................................................... 1
- Mission Statement .................................................................................. 1
- Core Values ............................................................................................. 1
- History ...................................................................................................... 1
- Why Volunteer .......................................................................................... 2
- Volunteer Roles and Opportunities .......................................................... 3
- Locations and Contact Information .......................................................... 4
- General Volunteer Information/Application and Eligibility .................... 5
- Volunteer Rights and Responsibilities ...................................................... 6
- Confidentiality Policy ................................................................................ 7
- Human Dignity Policy ................................................................................ 7
- Violence Free Work Place Policy ............................................................... 7
- Volunteers with Disabilities ....................................................................... 8
- Drug Free Work Place .............................................................................. 8
- Driving and Cell Phone Policy ................................................................. 9
- Political Involvement Policy ..................................................................... 9
- Agency Hours ........................................................................................... 9
- Adverse Weather Conditions ................................................................... 9
- Holidays .................................................................................................... 10
- Insurance Coverage .................................................................................. 10
- Volunteer Benefits ................................................................................... 11
- Disciplinary Procedures/Termination ....................................................... 11
Welcome to Neighborhood House

As a Neighborhood House volunteer, you are part of century-old legacy of people coming together to make their community a better place. More than 500 dedicated and talented volunteers donate their time each year helping to provide services to those who need them most: our community’s most vulnerable children, families and seniors.

This volunteer manual contains information about Neighborhood House, its programs, and details of volunteer opportunities. Being familiar with the contents of this manual is important, as this will help the volunteers and staff of Neighborhood House work together most effectively to serve our clients.

Mission Statement

Our mission at Neighborhood House is to bring neighbors together to prevent hunger and homeless and educate both young and old. We strengthen the community by providing resources to support self-reliance, economic independence and dignity.

Core Values

Neighborhood House is committed to offering innovative and high-quality education, anti-poverty and senior support services. Our core values are:

- **Client-focused services**: Every neighbor is different. We reach people where they are, so that close interaction leads to better communication and more effective services.
- **Connection**: We are connected to our neighbors. When we help people in need, our entire community is strengthened.
- **Results**: Our programs make a measurable difference in the lives of our clients and the community.

History

Neighborhood House has been helping the community since 1905 when it was founded by the National Council of Jewish Women to aid recent immigrants settling in South Portland.

The ideals of the founding members were based on the settlement movement, a progressive reform movement that began in the 1880s. They sought to bring the community together to address the problems caused by waves of immigration during the late 19th and early 20th centuries. Early Neighborhood House programs consisted of vocational training to increase employability of the new immigrants, as well as English language and Americanization classes.

Over the past century, Neighborhood House has adapted and grown and has continued to be the primary provider of an ever-expanding number of support services to those in need in Southwest Portland. In the last several years, Neighborhood House has grown rapidly, adding new programs and locations throughout the greater Portland area.
Why Volunteer?

Alleviating poverty in our community is too big a job for you or anyone to tackle alone, but together we can help change the lives of our disadvantaged neighbors. Caring community members like you are at the heart of what we do. Approximately 14,000 individuals and families receive nearly 20,000 hours of volunteer service from Neighborhood House each year. This would not be possible without our committed force of more than 600 volunteers. In return for your service, you’ll enjoy the benefits of serving as part of a diverse and welcoming team, being part of a caring community, and knowing you are positively impacting your community every time you volunteer.
Volunteer Roles and Opportunities

Neighborhood House community programs offer a broad range of rewarding volunteer opportunities in support of families facing hardship and hunger, children at risk or struggling in school, and seniors who may require some support to maintain their dignity and independence.

Around the House Volunteers

These supportive volunteers work behind the scenes at Neighborhood House, providing support for events, fundraising, facility maintenance and administrative support. Neighborhood House conducts many events throughout the year, including our annual auction, SW HOPE: Feed the Hungry Campaign, Winter Wishes Gift Drive, and our Summer Garden Party, that all rely on support from community volunteers.

Children and Youth Program Volunteers

These volunteers provide direct support for children at risk through the following programs:

- Peninsula Children’s Learning Center
- Hayhurst Connect & Summer Connect
- Head Start & Early Head Start

Aging Services Program Volunteers

Aging Services program volunteers work directly with seniors as:

- Escorts and shopping assistants
- Friendly visitors and conversation partners
- Drivers to medical appointments, shopping and recreational activities
- Professional service providers, such as tax preparation and senior health insurance counseling
- Office and program support for the Senior Center

Family Volunteer Opportunities

Neighborhood House recognizes that many families would like to instill the value of community service in their children from an early age. We offer a number of opportunities for families throughout the year, including a monthly Family Night at the Food Box during the school year, working in the Food Box Garden, and assisting at special events.

The most up-to-date list of volunteer opportunities can be found at nhpdx.org.
NEIGHBORHOOD HOUSE PROGRAMS

CHILDREN

Head Start & Early Head Start

Parenting Program

Child Care Improvement Project (CCIP)

Peninsula Children’s Learning Center & School-Age Programs at Sitton, Boise-Elliot and King Elementary Schools

Hayhurst Connect & Summer Connect

FAMILIES IN NEED

Emergency Food Box Program

Housing for Families Experiencing Houselessness at 19th Avenue Apartments

SENIORS

Senior Center at Multnomah Arts Center

Senior Transportation

Case Management
General Volunteer Information / Application and Eligibility

Neighborhood House appreciates all offers to volunteer; however, to ensure the safety and confidentiality of our clients, all prospective volunteers must undergo a pre-service screening, which includes the following:

- Each prospective volunteer must first complete the Neighborhood House Volunteer Information Form, which includes:
  - Volunteer’s personal and emergency contact information.
  - Days and hours of availability.
  - Specific areas of interest for volunteering.
  - Relevant skills of the volunteer.
  - Confirmation of the volunteer’s age:
    - All volunteers over the age of 18 must undergo a criminal background check
  - An agreement regarding the Declaration of Client Confidentiality.
  - Relevant details of any personal or physical limitations.
  - An agreement regarding the Neighborhood House Volunteer Insurance Coverage.
  - Notice to the volunteer that Neighborhood House routinely submits criminal background checks and/or fingerprinting for individuals over the age of 18 as a condition of volunteer participation.

- Following the submission and review of a completed Volunteer Information Form, an interview will be scheduled with either the Volunteer Coordinator or staff from a specific program. During the interview/orientation, the volunteer will need to confirm or provide the following information:
  - Qualifications and ability to perform the skills indicated on the Volunteer Information Form.
  - Volunteer area of interest and reasons why this type of assignment is preferred.
  - A clear and realistic commitment of volunteer’s time.
  - A copy of the prospective volunteer’s driver license if driving will be part of their volunteer duties - Must have been a licensed driver for at least three years in order to be considered for a volunteer driving position.
  - Authorization for Neighborhood House to complete a criminal background check, driver’s license check and/or fingerprinting on the prospective volunteer if over the age of 18.

- The basis for final acceptance as a Neighborhood House volunteer involves the following:
  - Approval of the volunteer by the Volunteer Coordinator and program staff.
  - Agreement by the volunteer to abide by stated policies detailed in the Neighborhood House Volunteer Manual and Volunteer Job Description.
  - Successful outcome of the volunteer’s criminal background check, driving record check if necessary and/or fingerprinting if over the age of 18.
  - Individual programs may have additional requirements for volunteers. Volunteers working with vulnerable populations at school sites, Aging Services, or HEAD START may be required to complete DHS background checks, fingerprinting, child care criminal registry and/or obtain PPS approval prior to completing any volunteer hours.

Neighborhood House welcomes court-mandated volunteers and volunteers with a criminal background to contribute to our programs. The status of each volunteer’s application will be reviewed and approved or denied on a case-by-case basis. Certain convictions may prevent the volunteer’s application from being accepted.
Volunteer Rights and Responsibilities

All volunteers in Neighborhood House programs have the right to:

- Be treated with respect and feel their contributions of time and effort are meaningful.
- Receive support, feedback, and guidance from professional staff and supervisor.
- Participate in personal development or volunteer work-related training offered by Neighborhood House.
- Be informed of changes to operational calendars, program offerings, and event schedules.
- Be recognized periodically for ongoing volunteer contributions to Neighborhood House.
- The same working, health, and safety conditions as staff employees operating in similar roles.
- Opportunity to state grievances with other volunteers, the professional staff, or the Neighborhood House organization in a forum appropriate for the discussion.
- Request reassignment by the Volunteer Coordinator to an assignment better aligned with the volunteer’s interests and capabilities.

All volunteers in Neighborhood House programs have the responsibility to:

- Be considerate of Neighborhood House clients and maintain strict compliance with Neighborhood House policies on client confidentiality.
- Arrive on time for volunteer assignments, and consistently meet volunteer time commitments and performance expectations.
- Accept the right of Neighborhood House to dismiss any volunteer at any time for, among other things, poor performance or failure to comply with Neighborhood House policies. Respect the privacy of the professional staff of Neighborhood House, and understand that they have additional responsibilities to complete outside of volunteer interaction.
- Participate in required in-service and personal development training sessions as applicable for the volunteer position.
- Be respectful of the staff of Neighborhood House and work as part of the team.
- Conduct themselves in a respectful manner with strict adherence to the Policies, Guidelines, Expectations, and Operating Principles of Neighborhood House.
- Notify the Neighborhood House Volunteer Coordinator or their Supervisor immediately in writing if the volunteer decides to terminate their volunteer service.
- Refrain from using crude, offensive, or inappropriate language.
- Sign in at the volunteer work site in order to document hours of service.
- Provide staff with feedback, suggestions, or ideas to make the Neighborhood House programs or organization more effective.
- Immediately report any injuries or accidents to the supervisor or Neighborhood House Volunteer Coordinator.
Confidentiality Policy

The ability of Neighborhood House to provide confidential services to individuals and families is essential to maintaining the privacy and dignity of our clients, and to maintaining the trust of our organization within the community.

All Neighborhood House client information, including names, client records, contact information, and services provided, is considered strictly confidential. Under no circumstance is any client information to be shared, discussed, published or otherwise made available to an individual or organization outside of Neighborhood House. Client information should be shared with Neighborhood House staff only to the extent necessary to assist in providing services for the client. This client information should be directed to your Supervisor.

Human Dignity Policy

Neighborhood House is committed to an environment free of unlawful harassment, including sexual harassment, and intimidation. No volunteer will be subject to harassment based on race, gender, national origin, religion, age, disability, sexual orientation, or any other protected status.

Harassment is strictly against Neighborhood House's policies and will not be permitted.

Examples of conduct that may give rise to unlawful sexual harassment include verbal behaviors such as jokes, comments or suggestions of a sexual nature; non-verbal behaviors including suggestive looks, leers or hand gestures; physical behavior such as physically touching another person's body, including pats and squeezes.

Any volunteer who believes he or she has been subjected to any kind of harassment or has otherwise observed a violation of this section of the Handbook should report the circumstances immediately to his or her supervisor or the Executive Director.

After a report of harassment has been made, the report will be promptly investigated by the Executive Director or his or her designee.

Violence Free Workplace Policy

Neighborhood House is committed to providing and maintaining an environment free from violence or the threat of violence. Violence or the threat of violence in any form will not be tolerated, and in addition to resulting in possible disciplinary action up to and including discharge, may be reported to law enforcement officials for criminal prosecution.

Violence includes any action directed toward a person or property with the intent of causing harm or damage.

Any employee, volunteer, client, or other person who brings a weapon into an agency owned or leased facility, otherwise onto agency owned or leased property, or to an agency activity will be asked to leave immediately. Persons who fail to leave under these circumstances may be reported to law enforcement officials for criminal prosecution. Public law enforcement officers are exempt from this provision.
Weapons include any firearm or other device, instrument, material, or substance, which under the circumstances in which it is used, attempted to be used, or threatened to be used, is capable of causing death or physical injury, or damage to property.

A volunteer shall immediately notify his or her supervisor or the Executive Director if the volunteer is subject to or otherwise becomes aware of any violence or threat of violence occurring on agency owned or leased property or during any agency activity. This includes violence or a threat of violence made by or to any other employee, volunteer, client, or member of the general public. If a volunteer becomes aware of any weapon on or in any agency owned or leased facility or other property, the volunteer shall immediately inform his or her supervisor, the person in charge of the facility, or the Executive Director. A member of agency management or the person in charge of the facility should remove the weapon from the premises safely.

If an volunteer is threatened with violence by another employee, a volunteer, a client, or a member of the general public, he/she should terminate the interaction as soon as it is safe to do so and notify his/her supervisor or the Executive Director.

After a report of violence or threatened violence has been made, the report will be promptly investigated by the Executive Director or his or her designee.

**Volunteers with Disabilities**

Neighborhood House is committed to making our services as accessible to the public by removing barriers or providing accommodations to those with disabilities, and this includes our volunteer program. Any volunteer or prospective volunteer needing accommodation for a disability should contact their supervisor or the Volunteer Coordinator.

**Alcohol and Drug Free Atmosphere**

People under the influence of alcohol or illegal drugs while performing the duties of a volunteer may pose serious safety and health risks not only to themselves, but also to everyone around them. To help insure a safe, healthy and productive environment for its employees, volunteers and clients, Neighborhood House must insist upon an alcohol and drug-free workplace. Therefore, the manufacture, distribution, dispensation, attempted or actual sale, purchase, possession, consumption or use of alcohol or illegal drugs by any volunteer while on property where Neighborhood House conducts its business activities, or while performing assigned duties off of Neighborhood House property, is prohibited.

The term "illegal drugs" includes any drug which is not legally obtainable, or which is legally obtainable but has not been legally obtained. The term includes prescribed drugs not legally obtained and prescribed drugs not used as instructed by a physician or the drug manufacturer. The term "use" includes being under the influence of alcohol or drugs. A volunteer is under the influence of alcohol or drugs when the volunteer’s behavior or performance is affected by alcohol or a drug, or the combination of both, in any detectable manner. If a volunteer is undergoing prescribed medical treatment with a prescription drug which may cause drowsiness, dizziness, vision impairment, slurred speech, or lack of balance, or which may have an adverse impact on a volunteer’s ability to work safely, or which may otherwise affect their performance, the volunteer should report the treatment to his or her supervisor. It may be necessary for Neighborhood House to change the volunteer’s assignment while the undergoing treatment with prescription medication. Volunteers violating any provision of the handbook may also be subject to immediate dismissal.
Driving and Cell Phones

To assure the safety of our volunteers, staff and clients, Neighborhood House prohibits the use of cell phones for talking or texting while driving. This includes the use of hand free devices. Neighborhood House will not provide volunteers with hands free devices and does not endorse volunteers using their own while driving and conducting business.

Political Activities

Volunteers may not engage in any political activities in or near the places where Neighborhood House conducts its business activities, nor may volunteers engage in any political activities during the times they are on the job or performing duties assigned by Neighborhood House. Excepted from this rule are political activities related to Neighborhood House activities and issues on which the Board of Directors of Neighborhood House has taken a position and that are consistent with that position.

For purposes of Neighborhood House's political activities policy, the wearing of political buttons and the distribution of political information constitutes political activity.

Acceptance of Gifts

Volunteers may neither solicit nor accept gratuities, favors, or anything of monetary value from any person or entity with whom Neighborhood House does business or from any Neighborhood House client.

Agency Hours

Neighborhood House program service hours range from 9 a.m. to 8 p.m. Monday through Friday. However, volunteer assistance may be necessary on weekends. Office hours vary according to the needs of the programs and can include evenings.

Adverse Weather Conditions

Neighborhood House’s policy on days when adverse weather conditions make travel hazardous is that the first priority is safety. The Executive Director or his/her designee is responsible for making the decision to close the agency or any program within it. Volunteers will not be notified, please check the Neighborhood House website for changes and closures. If in doubt of whether your volunteer services will be necessary, call your supervisor. If you are scheduled to transport a client, call and cancel the transportation service immediately.
Neighborhood House Holidays

Neighborhood House observes the following days as holidays and reserves the right to adjust these days as necessary:

- **New Years Day**: January 1st
- **Martin Luther King Jr. Day**: Third Monday of January
- **Presidents Day**: Third Monday of February
- **Memorial Day**: Last Monday of May
- **Independence Day**: July 4
- **Labor Day**: First Monday of September
- **Thanksgiving Day and the following Friday**: Last Thursday of November
- **Christmas Eve Day**: December 24th
- **Christmas Day**: December 25th
- **New Years Eve Day**: December 31st

Insurance Coverage

While acting as a volunteer for Neighborhood House, volunteers are covered for liability, bodily injury and property damage caused to others. If a volunteer is hurt, the volunteer is responsible for his or her own medical care. Volunteers are not covered by Worker’s Compensation insurance.

In addition to operating agency owned vehicles, there are occasions when volunteers could be using their own vehicles in the course of volunteer work. Should an accident occur and the volunteer is alleged to be negligent, both the agency and the employee or volunteer could be named in a lawsuit. The agency’s automobile insurance coverage is primarily designed to protect the agency. Under most circumstances, protection is also afforded to the volunteer. However, on other occasions, there may not be insurance protection for the volunteer.

All volunteers of Neighborhood House need to be aware of the following:

If a volunteer, within the scope of his or her volunteer work, operates a vehicle owned and insured by the agency, the agency and the volunteer are protected by the policy. Volunteers’ driving records are screened when they begin volunteering. Any volunteer who has demonstrated a history of poor driving will not be allowed to operate an agency-owned vehicle until the agency’s insurance company has determined otherwise. The volunteer’s manager will be notified about both sets of circumstances.

If a volunteer is operating his or her own vehicle within the scope of his or her volunteer work, the agency and the volunteer would be protected first by the volunteer’s insurance. The agency’s insurance policy would protect the agency and the volunteer for amounts in excess of the volunteer’s insurance. Generally speaking, use of a volunteer’s personal vehicle for performing agency work is discouraged. It is advised that volunteers using their personal vehicles in
this regard assume a minimum limit of liability protection of $500,000. Proof of personal automobile insurance must be provided if the volunteer uses his/her personal vehicle.

Those volunteers with such poor driving records that they have been disallowed from using agency vehicles are not to use their personal vehicles to perform any work on behalf of the agency as this would constitute a blatant act of negligence.

Under no circumstances, during the scope of the volunteer’s work, should a volunteer other than an approved Senior Center or Mentoring volunteer transport agency clients or other volunteers in his or her personal vehicle; the employee or volunteer and their insurance provider assume all liability if this rule is violated.

Under no circumstance is a volunteer to operate an agency-owned vehicle outside the scope of his or her volunteer work or for personal purposes.

No coverage is provided under the agency’s insurance policy for damage to the volunteer’s vehicle under any circumstances.

Volunteer Benefits and Recognition

Volunteers play a very important role in all Neighborhood House programs, and without their generous support many of our programs would not be possible.

There is no monetary compensation or any employee benefits for volunteer services performed. Expense reimbursement, however, may be provided in exceptional circumstances with prior authorization.

Volunteer appreciation is program-specific and differs from program to program.

Disciplinary Procedures and Volunteer Termination

Neighborhood House’s approach to volunteer relations is founded on the belief that everyone deserves the full respect and trust of Neighborhood House and their fellow volunteers. We rely on the integrity and good judgment of all to observe ethical, professional and legal considerations when dealing with Neighborhood House staff, fellow volunteers, clients and partners.

Volunteers should conduct themselves in an acceptable manner, in accordance with the operating principles of Neighborhood House. All volunteers are expected to perform the service assigned to them in a manner that meets Neighborhood House standards, and to make every effort to maintain good relations with clients and fellow volunteers.

If it is deemed that a volunteer’s conduct or job performance has become unacceptable, at the Executive Director’s discretion, Neighborhood House may take what disciplinary action it believes appropriate, including termination of volunteer status.

If it is deemed that a volunteer’s conduct or job performance has become unacceptable, at the Executive Director’s discretion, Neighborhood House may take what disciplinary action it believes appropriate, including termination of volunteer status.
Your contributions are vital to the sustainability of our programs! We are truly a collective of neighbors helping neighbors help themselves. Thank you for your interest in providing valued volunteer support to Neighborhood House, and thank you for being a caring community partner.

www.nhpdx.org