



Humble Area Assistance Ministries Volunteer Guidelines

Thank you for considering Humble Area Assistance Ministries as a place to volunteer. HAAM greatly appreciates community interest and involvement in its volunteer opportunities. Due to the sensitive nature of the mission of the organization, it is HAAM's policy to treat volunteers with all consideration given professionals. Failure to abide by these guidelines may result in termination of your volunteer activities as detailed on the attached form. As a HAAM volunteer, I agree to adhere to these Conduct and Behavior Standards:

CODE OF CONDUCT

- Volunteers accept supervision from employed staff management.
- Volunteers are expected to relate to others in a compassionate and friendly manner.
- Volunteers are to be courteous to clients, contributors, fellow volunteers and staff.
- All volunteers are expected to act professionally. The use of profanity or derogatory signs is prohibited.
- All HAAM volunteers are required to sign a confidentiality agreement to protect our client's information.
- HAAM requires strict adherence to a policy that prohibits the possession or use of drugs or alcohol, or the use of smoking materials on the premises. Volunteers determined to be under the influence of alcohol or illegal drugs will be separated from the volunteer services.
- Harassment of any kind such as racial, ethnic, religious, or sexual is strictly prohibited.
- Long distance calls are not permitted.
- Volunteers must report any accidents or injuries to a Department Supervisor immediately.
- Volunteers will avoid any circumstance that may be interpreted as causing a conflict of interest.
- Volunteers will not have an existing or potential financial interest or other material interest that impairs, or might impair their actions which support HAAM.
- Volunteers will not use their position for personal gain or to benefit another at the expense of HAAM, its mission or reputation.
- Some clients may ask for services that are not authorized by current policies and procedures; please ensure that proper procedures are followed.
- Theft of items belonging to HAAM is prohibited.
- HAAM is a smoke free environment. Volunteers may only smoke in the designated smoking area on the outside on the north side of the building.
- The dress code depends on your activity, but it generally includes casual dress that is neat, clean, and free of any slogans which may be perceived as offensive.
- Please advise your department supervisor of any planned absences. Please call in if you are sick or unable to meet your scheduled work times.
- Become familiar with the posted Safety Procedures. **Be ready to assist in the event of any emergency or dealing with safety hazards.**

CLIENT PRIVACY

- Volunteers respect the confidential nature of client information and personal contact with clients. Volunteers only use client knowledge and information in confidence and for service purposes, maintaining a strict confidentiality and not discussing clients or organizations matters with anyone but the HAAM Community Outreach Director or

Department Supervisor. Keep all client data confined to the files. Shred any documents that are no longer needed.

BE AWARE OF FIRE INSTRUCTIONS

Actions in order of priority by individual discovering fire.

1. Call 911
Give name: Humble Area Assistance Ministries
Give address: 1204 First St. (HAAM Resale Store) or 1302 First St. (Social Services Building)
Give location of fire in building.
Give call back number: 281-446-3663
Give any additional information requested by operator.
2. Make announcement on Public Address system by dialing " # 0" for both Social Services and the Retail Store. Give location of fire and inform everyone the Fire Department has been notified. Everyone should evacuate the building.

SAFETY INSTRUCTIONS

Personal Safety is of the highest priority for clients, volunteers, staff, and any other personnel at HAAM facilities in Humble. As a brief guide this instruction sets forth the basic safety issues at this facility. A copy of these instructions will be posted in the client waiting area.

1. **Traffic Safety** - Due to the combination of the high volume of vehicular traffic and pedestrian traffic (including small children), everyone must exercise extreme caution while driving or walking in the HAAM parking areas. Any person operating a motor vehicle while conducting HAAM business must be properly licensed to operate such a vehicle.
2. **Fire Safety** - Please refer to HAAM Fire Safety Check list in the Policy and Procedures Manual for specific instructions regarding fire safety. In the event of a fire at the facility everyone should proceed to the nearest exit and leave the buildings.
3. **Chemicals** - Chemicals are not normally stored or used at the HAAM facilities. If chemicals are brought into the facility for any reason they should be handled only by authorized personnel who will be guided by applicable MSDS instructions.
4. **Severe Weather** – In the event that severe weather threatens HAAM facilities, all personnel should take cover, or take other actions, as directed by the HAAM staff member in charge.
5. **Personal Hazards** – There is a high volume of food products and retail store items that move through the HAAM facilities everyday. These items should be handled only by staff or volunteer personnel who are properly trained in handling this material safely. Be aware of sharp or heavy objects contained in donation packages. HAAM personnel should be aware of accumulation of these items that block passageways, or that may present falling hazards. Passageways must be kept clear at all times.
6. **Motorized Equipment** – Any motorized or electric powered equipment should only be operated by volunteers or staff, who have been trained in the proper and safe operation thereof. Any such equipment that is unattended must be locked or disabled so that it cannot be operated or played with by clients or unauthorized personnel.
7. **Ladders** – Any activity requiring the use of ladders should be conducted by authorized personnel only. Ladders must be used according to any safety instructions posted on the ladders. They must be properly secured to prevent falling or slippage and they must be clear of any electrical device or wiring.
8. **Safety Barriers** – Any time a safety barrier is placed to indicate a safety hazard, all personnel must observe the warning and not bypass it.
9. **Potential for Violence** – On a rare occurrence, a client may present the potential for violent behavior. In this case, please notify a staff member and follow their direction. If any weapon has been displayed, leave the area immediately and advise others to move to a safe location. Under no circumstances should you attempt to disarm a person with a weapon.
10. **Other Safety Hazards** – All personnel are advised to proceed with caution through the HAAM facilities to avoid any safety hazard which may be encountered and to advise HAAM personnel in order to take appropriate action.

Code of Conduct Action Steps

We expect all of our volunteers to act at all times in a professional manner. Our clients do not, and should not be expected, to differentiate between paid professionals and volunteers. Your behavior and demeanor must at all times be representative of the standards prescribed by HAAM. In the event of failure to adhere to these standards, the following steps will be taken.

Failure to perform duties as assigned

Action

First occurrence
Second occurrence
Third occurrence

Result

Verbal counseling by supervisor
Written documentation of offense
Termination of volunteer responsibilities

Rudeness (applies equally for clients and HAAM professionals)

Action

First occurrence
Second occurrence
Third occurrence

Result

Verbal counseling by supervisor
Written documentation of offense
Termination of volunteer responsibilities

Profanity or use of offensive epithets

Action

First occurrence

Result

Immediate Termination of volunteer responsibilities

Threatening a client, volunteer or staff member

Action

First occurrence

Result

Immediate termination of volunteer responsibilities