

# HILLTOP Volunteers

## VOLUNTEER HANDBOOK



**Revised May 9, 2023**



**Welcome to Hilltop!**

You are joining a dynamic team which has been serving the community since 1950. Hilltop has evolved to meet our community's needs, but our core values have remained the same. Hilltop's mission is "**People First: Making a difference one individual at a time,**" and to be successful, we need every employee and volunteer working towards this goal. Hilltop is an action oriented group of employees and volunteers that believe in leading the way, not following along the beaten path.

**We Value:**

- **Relationship**
- **Integrity**
- **Courage**
- **Inclusivity**
- **Growth**
- **Fun**

We take these values seriously and as a new Hilltop volunteer we expect you to do the same.

Hilltop takes great pride in the work we do. You will find our clients have a variety of backgrounds and needs. The opportunities for you to make a profound impact on their lives, their families lives, and to better our community are numerous.

i hope you find your volunteer experience at Hilltop to be fun and personally rewarding.

**Thank you for becoming a member of our team.**

Sincerely,

A handwritten signature in blue ink that reads "Mike Stahl".

**Mike Stahl, CEO**

# Hilltop Volunteer Handbook

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# Hilltop Volunteer Handbook

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## Hilltop Organizational Overview

Since 1950, Hilltop has been a leading human service organization that has taken an innovative approach to meeting community needs through collaborative partnerships with other agencies including city, county and state government. Hilltop has over 20 programs that provide a variety of services to individuals in a four county area- Mesa, Delta, Montrose and Ouray. Client populations served include pregnant women, children and families, youth, adults and seniors. Each year, the organization serves over 15,000 individuals through its programs.

### Mission Statement

**People First: Making a difference one individual at a time**

### Volunteer Guidelines & Policies & Procedures

Volunteers are a valuable resource to Hilltop, its employees and its clients. Volunteers may be utilized in all appropriate programs and activities of the organization. Volunteers will not be utilized to displace any paid employees from their positions.

The purpose of this handbook is to provide overall guidance to employees and volunteers on Hilltop's volunteer practices, policies and procedures that have been established to ensure for the effective engagement, safety, and management of volunteers throughout the organization. Individual programs within Hilltop may have specific standards and procedures. Volunteers are required to abide by program policies and procedures in addition to the corporate volunteer policies and procedures outlined in this handbook. Copies of the corporate volunteer policies and procedures are available on request.

Hilltop recognizes that although volunteers are not considered employees and paid for their service, they are an integral part of our team and do have rights. These include:

- The right to be given meaningful assignments
- The right to a safe working environment
- The right to be treated fairly and respectfully
- The right to effective training and supervision
- The right to receive recognition for their service

In return, volunteers shall agree to actively perform their duties to the best of their abilities and to abide by the values, policies and procedures of Hilltop.

## Eligibility

Volunteer opportunities are available to all qualified applicants without regard to race, color, religion, gender, sexual orientation, national origin, or disability. Youth ages 12 -17, and individuals 18 years and older may volunteer. Hilltop reserves the right to temporarily or permanently deny entry of any applicant into the volunteer program. Possible reasons for denial may include, but are not limited to, the following:

- Any false, omitted or unsuitable applicant information obtained through the application, references, interview, training and screening process.
- Unprofessional behavior including rudeness, insolence, or offensive behavior toward a client, family member of a client, employee, or fellow volunteer.

## Becoming a Hilltop Volunteer

### Application & Interview Process

Any individual interested in becoming a volunteer with Hilltop will be asked to complete a volunteer application. The application includes basic contact information, areas of interest, and emergency contact information. The application can be completed online at the Hilltop website: [www.htop.org](http://www.htop.org) or a hard copy of the application can be obtained from Volunteer Services. Volunteer applicants will be contacted by the Manager of Volunteer Services to discuss volunteer opportunities available with the organization based on their interest, experience and talents. Based on the applicant's interest area, the Manager of Volunteer Services will schedule the initial interview with the potential volunteer or refer them to the designated program representative for interview.

The volunteer application process will follow the steps outlined in the **Volunteer Application Procedure or Teen Volunteer Application Procedure** depending on the age of the individual.

**Background Checks & Screens:** All individuals interested in volunteering in any capacity with Hilltop and on an on-going basis will be required to complete the volunteer application and screening process. In order to ensure for the safety of those we serve and provide for the proper placement of volunteers, Hilltop will conduct program specific criminal background checks and screening on volunteers to determine appropriate fit for assignments. Individuals under the age of 18 and/or one-time event volunteers are exempt from this requirement. Background screening requirements will follow the procedure outlined in the **Volunteer Background Check Screening Policy**.

**Placements:** In placing a volunteer in a position, attention will be paid to the interests, skills, and capabilities of the volunteer and to the requirements of the volunteer position. A designated program representative will interview the volunteer to ensure appropriate fit. In addition, volunteers must successfully complete all volunteer paperwork, program specific background checks and screening requirements. **Volunteers may be required to receive vaccinations, TB tests and flu shots, depending on position and in accordance with Hilltop policy.** No volunteer shall begin performance of any position until they been officially accepted for the position by the Manager of Volunteer Services.

**Change of Placement:** Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must apply for the new volunteer position and receive all appropriate screening and training.

## Orientation & Training

**Hilltop Orientation:** Volunteers are encouraged to attend a general Hilltop orientation that provides an overview of the organization's mission, history and services. Volunteers will be asked to attend an orientation as soon as possible within the first 3 months of their volunteer placement.

**Program Orientation and Training:** Volunteers receive orientation and position specific training from their program liaison or coordinator. All volunteers are to receive the following information as part their orientation and training:

- a. Introduction to the program director and key staff
- b. An overview of the program and a tour of the facility
- c. Safety information for the program and facility (fire drill orientation, designated meeting area etc.)
- d. Smoking designated location
- e. Program policies and procedures
- f. Boundaries and confidentiality
- g. The location of where they will perform their duties and put their personal belongings while volunteering
- h. Review of the position description and scope of their role
- i. Volunteer evaluation or check in opportunities on performance
- j. Volunteer sign-in and sign-out sheet location and documentation of hours
- k. Training on specific office equipment they will utilize in their role
- l. A volunteer name badge
- m. Any additional training necessary for their role.



**Continuing Education:** Hilltop believes in offering training opportunities to volunteers at low to no cost, which can help individuals grow personally, professionally and educationally. Examples of trainings include: Foundational Coaching, Enneagram and Standard First Aid/CPR. These opportunities are shared with volunteers by email, flyer, and in the volunteer newsletter.

**Volunteer Career Ladders:** Volunteers are encouraged to grow and develop their skills while serving with the organization. If desired by the volunteer, Hilltop will assist through promotion to new volunteer positions to assume additional and greater responsibilities. Hilltop will assist the volunteer in maintaining appropriate records of volunteer experience that would assist the volunteer in future career opportunities, both paid and volunteer.

## Documentation of Volunteer Hours

All volunteers are required to report their hours and activities while serving with Hilltop as outlined in the **Documentation & Reporting of Volunteer Hours Policy**. Volunteers can complete volunteer timesheets or program sign-in sheets. Hours are collected monthly and reported to Volunteer Services by the 5<sup>th</sup> of the following month. Volunteer hours are **essential** for programs who receive grants in meeting compliance requirements for funding and leveraging grant dollars with in-kind support.

## Attendance

Volunteer attendance is important to the operation of each program. Volunteers should notify their program liaison or coordinator in advance if they are going to be late or unable to fulfill their commitment to serve as scheduled. Volunteers should not report for work if they are ill.

## Leave of Absence

Volunteers may request a leave of absence from volunteering for up to six months. Volunteers should notify their program liaison or coordinator of the leave of absence request and program liaison or coordinator will contact the Manager of Volunteer Services to update their file to the new status. Volunteers can remain inactive for a period of six months before being de-activated. Volunteers can return to active status even after they have been de-activated by calling Volunteer Services at **(970) 244-0659**.



## Updating Volunteer Records

Volunteer records are securely kept in the Volunteer Services Department and at the Montrose Family Resource Center. If a volunteer has changes in their contact information such as phone numbers, addresses, email addresses and emergency contact, they should contact their program liaison or coordinator. The liaison or coordinator will notify Volunteer Services to update their record. Volunteer Services sends out an annual Volunteer Information Update form to volunteers to ensure accurate volunteer contact information is on file.

## Physician's Release

Volunteers who are under the care of a physician and require restrictions or limitations to any activity are requested to have a release from their physician as to their ability to satisfactorily and safely perform their volunteer duties with or without restriction. A physician's release may also be required when a volunteer has been hospitalized or has been ill for 14 consecutive days or more. The volunteer may not be allowed to serve or return to service with Hilltop until a release has been submitted to and reviewed by the corporate nurse. The Manager of Volunteer Services will keep a copy of the release in the volunteer's file. The **Volunteer Physician's Release Policy** outlines the procedure.

## Professional Services

Volunteers will not provide professional services for which certification or licensing is required. For liability reasons, individuals who have certifications or licensing in a particular professional field will not be able to volunteer in that professional capacity with Hilltop. Some examples include nurses, certified nursing assistants, therapists etc.

## Therapy Dogs

Hilltop does accept therapy dogs as volunteers for the organization. Dogs used for therapeutic purposes must follow the licensing requirements of each program facility to which they are assigned and provide copies of current vaccination and therapy certification records. Dog handlers are required to go through the volunteer application process as outlined in the **Volunteer Application Procedure**.

## Code of Conduct

Volunteers are required to follow the code of conduct of the organization that protects the interest and safety of all clients, residents, volunteers, employees and Hilltop. The following are only some examples of inappropriate conduct which could lead to release from the volunteer program outlined in the **Volunteer Code of Conduct Policy**:

- Excessive tardiness or absenteeism.
- Volunteering in any capacity with the organization while under the influence of alcohol or illegal drugs and/or the unauthorized possession, distribution, sale, transfer or use of alcohol or illegal drugs.
- Theft or inappropriate removal or possession of Hilltop property or that of any volunteer, employee, client, resident and/or client/resident family member.
- Willful neglect or damage to Hilltop's property or interest.
- Unauthorized disclosure of confidential information.
- Inappropriate use of office equipment including telephones, computer equipment or systems, email or other Hilltop owned property.
- Unsatisfactory performance of duties or inappropriate conduct.
- Assaulting or threatening to assault another person.
- Behavior in the work environment that may be harmful to morale or work performance.
- Rudeness, insolence or offensive behavior toward a customer, client, resident, volunteer, or employee.
- Falsification of records or reports including time sheets or other acts of dishonesty.
- Violation of the volunteer policies contained in this handbook, and /or violation of the policies of your program/department.

## Dress Code

As a representative of Hilltop, volunteers are responsible for presenting a positive image to clients and the community. Volunteers are to dress appropriately for the conditions and performance of their duties. Some programs may have specific dress code requirements that volunteers will be required to follow when placed in those locations.

## Gifts & Gratuities

Hilltop residents, clients, or family members may be grateful for the kindnesses that Hilltop's volunteers have extended them and often like to respond by giving money or gifts. As outlined in the **Volunteer Code of Conduct Policy**, volunteers should not accept anything - money or gifts, without consulting with their program liaison or coordinator; or to solicit or accept loans of any sums of money from clients/residents or a client/resident family. If a

resident, client, or family member insists on giving money or a gift, volunteers should notify their program liaison or coordinator.

## No Proselytizing or Faith-Based Requirement

Volunteers shall not proselytize to any participant or resident, meaning to induce someone to convert to one's faith; to recruit or convert to a new faith, institution or cause.

Hilltop honors each participants and resident's faith and will accommodate and facilitate participation as possible.

Hilltop does not provide services with a religious or faith-based requirement, nor does Hilltop require participants or residents to attend religious activities or instruction in exchange for, or as a requirement to receive any services that Hilltop provides.

## Confidentiality

All volunteers must maintain confidentiality concerning Hilltop residents, their families, employees, donors and other volunteers. Confidentiality of such information means that it is not to be discussed or shared with persons outside of the organization. **Hilltop's Confidentiality Policy** complies with **HIPAA regulations**, which state that all residents, clients, employees, and volunteers have the right to have the confidentiality of their Protected Health Information, which can include medical, financial, and personal and other information, records, data, etc., protected from unauthorized viewing, use and disclosure. Every volunteer is required to sign a **Confidentiality Agreement** as part of the application process. Any questions or concerns regarding confidentiality should be directed to your program liaison/coordinator or the Manager of Volunteer Services.

## Conflict of Interest

Volunteers are expected to act in an ethical manner that will safeguard the reputation and integrity of Hilltop. As outlined in the **Volunteer Code of Conduct Policy**, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict, or appear to conflict with those of Hilltop. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in **personal gain for oneself or a relative** as a result of involvement with Hilltop. Some conflict of interest situations are easily identifiable, whereas others are more subtle. Any questions or concerns regarding conflict of interest should be directed to the Manager of Volunteer Services.

## Computers, Software & Office Equipment

Volunteers may have access to computers, copiers, phones, desks and other resources used in connection with their specific position. Volunteers using any Hilltop property or equipment shall have no expectation of privacy. Hilltop may monitor, and record, store data related to all use of its property, including but not limited to email and phone systems.

All software used on Hilltop's equipment and computers shall be procured and installed only by Hilltop's Information Technology Department. Volunteers using computers will be required to complete all electronic safety and protection training as necessary in order to maintain their access.

## Hilltop Vehicles & Driving Requirements

Hilltop owns vehicles and may allow volunteers to use these vehicles or their own personal vehicle for specific positions when licensure and driving requirements are met:

- The volunteer driving a Hilltop vehicle or transporting participants in any vehicle must be at least 21 years of age.
- The volunteer must hold a valid Colorado driver's license, provide proof of personal vehicle insurance, and possess an acceptable Motor Vehicle Record.
- Volunteers driving Hilltop-owned vehicles must participate in classroom training and pass motor vehicle examinations, as determined by Hilltop.

Hilltop prohibits the use of all cell phones and electronic devices while driving a Hilltop vehicle or personally owned vehicle while on company business or transporting a Hilltop participant. The use includes all functions of the device, including but not limited to, phone calls, text messaging, email, internet use, MMS, and camera use.

The use of headsets and hands-free devices while driving is permissible, if the use of the hands-free device does not cause undue distraction, conversations do not interfere with the driver's ability to drive safely and road conditions do not threaten safety. Cell phones may be used for calls placed to 911.

## Smoke- Free Environment

Hilltop is committed to providing a smoke-free working environment. Hilltop's **Smoke-Free Environment Policy** states that no one shall smoke within any of its owned or leased buildings. Designated outdoor smoking areas have been approved for each building location. Smoking is allowed in the approved designated smoking areas so long as it does not infringe on the rights of clients and non-smokers. For information regarding the location of approved designated smoking areas contact your program liaison or coordinator.

## Drug-Free Environment

Hilltop is committed to providing a drug-free, healthy and safe working environment. Hilltop's **Drug-Free Environment Policy** states that volunteers not use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs while volunteering on Hilltop property or while conducting Hilltop related activities off Hilltop premises. Occasionally, Hilltop may sponsor events where alcohol is served. In such situations, volunteers who consume alcohol are expected to act in a responsible manner.

The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of their volunteer position effectively and in a safe manner that does not endanger other individuals in the workplace. Volunteers must advise their program liaison/coordinator if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

## Harassment-Free Environment

Hilltop is committed to providing an environment that is free from discrimination and unlawful harassment. All volunteers are expected to conduct themselves in a professional manner at all times. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. Hilltop's **Harassment-Free Environment Policy** expressly prohibits inappropriate conduct of any kind that could lead to a claim of harassment. Volunteers are encouraged to bring any concerns or incidents of harassment, including sexual harassment to the immediate attention of your program liaison/coordinator and/or the Manager of Volunteer Services.

## Safety & Liability

Hilltop aims to provide a safe and healthy working environment for all their volunteers. As volunteers are not considered employees of Hilltop, they are not covered under workers compensation insurance if injured while volunteering for or on behalf of the organization. Hilltop does have general liability coverage which, with some limitations and exclusions, would protect volunteers for covered injury or damage that results from activities or service that volunteers perform at Hilltop's direction, and within the scope of their duties. Hilltop's general liability insurance is **secondary** to the volunteer's primary medical or motor vehicle insurance unless the accident was caused due to Hilltop negligence or facility safety problems. If a volunteer is injured in the course of their volunteer service, it is important that the volunteer notify his or her program liaison/coordinator immediately. Volunteers should complete with their liaison/coordinator a **Volunteer Accident Report** form within 24 hours of the incident. The program liaison/coordinator will ask the volunteer if they require medical attention and ensure the volunteer receives immediate medical attention if

necessary, and/or that they follow-up with their primary physician. If warranted, the liaison/coordinator will notify the volunteer's emergency contact. The completed accident report should be sent to the Manager of Volunteer Services for follow-up within 48 hours. The Manager of Volunteer Services will notify Hilltop's Safety Officer. The procedure for reporting injuries is outlined in the **Volunteer Liability & Accident Reporting Policy**. Volunteers with insurance questions should contact the Manager of Volunteer Services.

While serving at your Hilltop program site location, volunteers are asked to keep the following common-sense suggestions in mind to help ensure a safe environment.

- Be aware of any unknown person who comes into your area and is not accompanied by an employee.
- Never leave your purse, wallet, or other valuable items on or under your desk. Keep these items out of sight. Keep your wallet or purse with you at all times or keep them in a secure drawer or cabinet. Avoid carrying large sums of money.

Hilltop is not responsible for lost or stolen personal property, and will not reimburse a volunteer for any personal property which disappears from a volunteer site.

Volunteers should be familiar with and follow the safety protocols of each program where they are assigned. Program liaisons and coordinators can provide volunteers with safety information.

## **Anti-Violence and Weapons**

Hilltop strictly prohibits weapons of any type in its facilities, and at any Hilltop-sponsored events. This includes visible and concealed weapons, even those for which the owner has obtained the necessary permits, with the exception of law enforcement.

While this list is not all-inclusive, "weapons" includes firearms, hunting knives, any explosive materials, any other objects that could be used to harass, intimidate, or injure another individual.

Hilltop also prohibits the possession, transfer, sale or use of illegal drugs, firearms, explosives, pornography or other improper or illicit materials on its premises at all times.

## Participant & Resident Protection

Volunteers must share Hilltop's commitment to providing services to participants and residents in a safe and professional manner.

Participants and residents shall not be subject to physical, sexual, emotional harm, humiliation, unprofessional, disrespectful or inappropriate behavior.

Verbal abuse or derogatory remarks about participants and residents are not permitted. Volunteers should not use prejudicial or oppressive behavior, social media, language which humiliates, belittles or degrades a participant or resident.

Volunteers must protect participant and resident confidentiality. Taking pictures of participants and residents without obtaining a signed release and/or permission from program management is not permitted.

## Community Service Volunteers

**Youth Volunteer and/or Service Learning:** Volunteers 12-17 years of age may volunteer for the organization with consent of a parent or guardian. Youth will be placed in pre-approved and age appropriate Hilltop positions with direct staff supervision at all times. Volunteers will complete the teen volunteer application process with Volunteer Services. This includes youth completing service learning requirements for school or those interested in experiential learning opportunities and/or internships through a vocational program.

**Practicums and Internships:** Hilltop is committed to help individuals grow personally, professionally, and educationally by providing quality internship and practicum opportunities in its programs. All individuals over the age of 18 who are interested in completing **unpaid** internships and practicums will be considered volunteers with Hilltop and will complete the volunteer application process with Volunteer Services and follow the steps outlined in the **Volunteer Internship and Practicum Procedure**.

**Court Appointed Community Service:** As a community partner, Hilltop believes in providing community service opportunities to individuals mandated by the judicial system. All individuals over the age of 18 interested in fulfilling community service with Hilltop will complete the volunteer application process defined in the **Volunteer Application Procedure** and will follow the steps outlined in the **Court Appointed Community Service Procedure**. Individuals 12-17 years of age needing to complete community service will be referred to the Mesa County Partners organization or another youth appropriate agency. Hilltop reserves the right to determine and/or deny placement of individuals based on the nature of their charges and criminal history.



## Employee & Former Employee Volunteering

Hilltop does accept employees and former employees as volunteers when the following specific criteria are met as referenced in the **Employee & Former Employee Volunteer Policy**:

### Employee:

- Employees are providing volunteer service without any real or perceived coercion.
- The volunteer service being performed by the employee is outside of the scope of normal duties for which any Hilltop employee is paid.

Examples of employee volunteering opportunities include: Community Education events, entertainment events, speaking on specific topics to residents, resident companionship, answering the Domestic Violence Crisis Line.

Employees are frequently asked to assist with Hilltop company events such as fundraising events. This is considered paid work time and is not considered volunteer service. If Hilltop is coordinating an event for another organization (Meals on Wheels, Special Olympics etc.), employees may volunteer their time to assist the other organization-this is not considered volunteer service for Hilltop.

- The volunteer service being provided is performed outside of the employee's usual paid working hours.
- The volunteer service performed does not displace any paid employees from their positions.
- A People Operations Business Partner must pre-approve an employee's volunteer position or internship with Volunteer Services to ensure compliance with the Fair Labor Standards Act.

### Former Employee:

- The former employee left the organization in good standing.
- The volunteer service being performed by the former employee does not include in its entirety the scope of the duties to which they were paid as an employee for the same program.
- The volunteer service provided by the former employee is part-time with no more than 20 hours per week being contributed.
- The volunteer service performed does not displace any paid employees from their positions.

- A People Operations Business Partner must pre-approve a former employee's volunteer position with Volunteer Services to ensure compliance with the Fair Labor Standards Act.

## Recognition

Hilltop values and appreciates every volunteer who gives of their time and talents to the organization and recognizes their service in the following ways:

- **Informally by volunteer site** –Liaisons, coordinators and program employees on an on-going basis show their appreciation for volunteers by:
  - Giving them a simple “Thank You”
  - Giving small tokens of appreciation
  - Invitations to lunch
  - Recognizing Birthdays
- **Formally by volunteer site and as a Corporation by:**
  - Nominations for Awards
  - Invitations to Special Events
- **Providing Special Benefits:**
  - Free Flu Shots
  - Participation in Hilltop’s Wellness Program
  - Continuing Education Opportunities
  - Career Ladders
  - Internship and Practicum Opportunities

## Health & Wellness Program

Hilltop values the health and wellbeing of all employees and volunteers and believes that healthy employees and volunteers are essential to the success of Hilltop. The program provides wellness workshops/seminars, tobacco cessation counseling, and other resources to help volunteers achieve personal goals on their wellness journey. By participating, volunteers qualify for prizes and rewards along the way. Good health being the best reward of all! For more information contact the Manager of Volunteer Services.

## Evaluation

Volunteers will have a check-in performance review twice a year with their program liaison/coordinator to discuss how the volunteer is doing in their position, review position duties and responsibilities, training needs or additional training opportunities of interest, to show appreciation, and seek suggestions from the volunteer on their position and how to enhance their volunteer experience with the organization.

Volunteers will also receive an annual Volunteer Satisfaction Survey requesting feedback on their volunteer experience with the organization and ways Hilltop can improve the volunteer program.

## Volunteer Behavior & Performance

Hilltop strives to deal with concerns of volunteer behavior and performance in a constructive manner. A volunteer's behavior or performance that demonstrates an inappropriate fit for a program and their assigned position, or fails to adhere to Hilltop and program policies will result in a modification plan. This plan may include but is not limited to: counseling, retraining, reassigning and/or release based on the severity of the concern. Hilltop reserves the right to release a volunteer from service at any time, for any reason, in order to maintain the integrity of the organization and its programs. The modification plan will follow the steps outlined in the **Volunteer Modification Plan Procedure**.

## Release of a Volunteer

Volunteers who do not adhere to the policies and procedures of Hilltop, fail to satisfactorily perform their volunteer duties, or display inappropriate behavior will be subject to release from the volunteer program. No volunteer will be released from service until the volunteer has had an opportunity to discuss reasons for a possible release with their program liaison/coordinator. This discussion will follow the **Volunteer Modification Plan Procedure** and include consultation with the Manager of Volunteer Services.

Possible grounds for release may include but are not limited to the following:

- Gross misconduct or insubordination
- Being under the influence of alcohol or illegal drugs
- Theft of property or misuse of Hilltop property/equipment
- Mistreatment or abuse of clients and/or co-workers
- Failure to abide by Hilltop policies and procedures

## Grievance Procedure

Hilltop is dedicated to living our mission and values every day. Hilltop volunteers are an important part of protecting our values and those we serve. Volunteers are encouraged to share their concerns regarding violations to our values or when something simply doesn't "feel" right.

If volunteers have concerns about value violations, policies, procedures, practices or regarding their volunteer position, they can express their concern through the grievance procedure. Volunteers should first attempt to address any program related issues with their liaison/coordinator. It is expected that most disagreements will be dealt with at the

program level with respect to the chain of command. In the event that informal conflict resolution fails to resolve the issue, the volunteer can access the Hilltop Ethics Officer or submit a grievance in writing to the Manager of Volunteer Services. The grievance will be reviewed and appropriate action taken based on information from all parties and input from leadership. The volunteer will be notified in writing regarding the outcome of their grievance. The grievance process is outlined in the **Volunteer Grievance Procedure**.

## Resignation

Hilltop respects a volunteer's right to leave the Hilltop Volunteer Program permanently. Whether the volunteer decides to leave due to illness, personal/family issues, or dissatisfaction with their Hilltop volunteer experience, we ask that you notify your program liaison/coordinator in person, by phone, or in writing. Volunteers are asked to give as much notice as possible, and return their name badge.

All volunteers who resign from the volunteer program will be sent an exit interview form.

## Appendix

### Forms:

- Volunteer Confidentiality Agreement
- Volunteer Accident Report
- Volunteer Code of Conduct
- Volunteer Relationship Agreement
- Volunteer Willing & Able Form
- Volunteer Timesheet
- Publicity Waiver & Liability Release Form
- Fair Credit Reporting Act & Authorization Disclosure Form
- Minor Volunteer Parental Consent Form



## Volunteer Confidentiality Agreement

Confidentiality is an important part of ensuring the privacy of both those providing and receiving services from our organization.

I understand that during my service with Hilltop, I may be exposed to information of a confidential nature. This information may include any of the following categories:

- Client or resident information
- Client or resident family information
- Donor information
- Employee information
- Volunteer information
- Protected Health Information (HIPAA)
- Other sensitive information not described above.

Confidentiality of such information (personal or identifying in nature) means that it is not to be discussed or shared with others outside of Hilltop. Information regarding clients and residents may be discussed only with the authorized Hilltop staff providing program services.

I have read Hilltop's Confidentiality Policy attached, and understand it. I further understand that failure to abide by the confidentiality requirements will result in immediate action up to and including release from the volunteer program. Breaches in Confidentiality may also result in legal action, including possible criminal penalties.

I, \_\_\_\_\_, have read Hilltop's Confidentiality Policy  
(Please Print Name)

and by signing this statement agree to all conditions.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## Volunteer Accident Report

Volunteers are required to complete this form with their program liaison or coordinator when they have an accident while volunteering. **This form must be completed within 24 hours of the incident.** If you are unable to complete this form within 24 hours, your liaison or coordinator is required to complete the form by telephone. Report form should be sent to the Manager of Volunteer Services within 48 hours of incident.

### Volunteer information

Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Address: \_\_\_\_\_

### Incident Information

Date of Incident: \_\_\_\_\_ Date Volunteer Services notified: \_\_\_\_\_

#### Type of Occurrence & Description:

\_\_\_\_\_ Auto Accident \_\_\_\_\_ Exposure (Chemical/Blood borne Pathogen)

\_\_\_\_\_ Fall \_\_\_\_\_ Other (describe) \_\_\_\_\_

\_\_\_\_\_ Back Injury \_\_\_\_\_ Other Accident: \_\_\_\_\_

Location of Occurrence & Address: \_\_\_\_\_

Witness to Occurrence: \_\_\_\_\_ Phone #: \_\_\_\_\_

#### Description of Occurrence & Contributing Factors:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

No treatment  Treated and returned to service  Treated and sent home

Name of Volunteer's Physician: \_\_\_\_\_ Follow-Up Required: Yes  No

Report Completed by: \_\_\_\_\_ Date: \_\_\_\_\_

Date of Follow-up by Manager of Volunteer Services: \_\_\_\_\_ Initials: \_\_\_\_\_





## Volunteer Code of Conduct

Volunteers are expected to act in an ethical manner that will safeguard the reputation and integrity of Hilltop. Volunteers must refrain from engaging in any matters in which personal interest conflict, potentially conflict or appear to conflict with those of Hilltop.

Volunteers are required to follow the ethical code of conduct of the organization that protects the interest of all clients, residents, volunteers, employees and Hilltop.

### **All volunteers of Hilltop should subscribe to the following ethical code of conduct:**

1. To remain sensitive to, and be respectful of, ethnic, cultural, religious, and lifestyle diversity of employees, volunteers, clients and their families.
2. To respect and protect the confidentiality of information concerning volunteers, donors, employees, clients and their families.
3. To support employees and volunteers in bringing constructive criticism of Hilltop through appropriate channels and avoiding public conversations regarding employee or volunteer concerns.
4. To avoid behaviors which bring justifiable, critical comments on Hilltop from the general public.
5. To avoid any transactions that could result in personal or financial gain as a result of your involvement with Hilltop.
6. To refrain from giving or accepting anything- money or gifts without consulting with the program liaison or coordinator; or to solicit or accept loans of any sums of money from clients/residents or a client/resident family.
7. To maintain professional boundaries with clients, residents, employees and volunteers. This is to include all personal/sexual behavior.

**The following are only some examples of inappropriate conduct which could lead to release from the volunteer program:**

1. Excessive tardiness or absenteeism.

2. Volunteering in any capacity with the organization while under the influence of alcohol or illegal drugs and/or the unauthorized possession, distribution, sale, transfer or use of alcohol or illegal drugs.
3. Theft or inappropriate removal or possession of Hilltop property or that of any volunteer, employee, client, resident and/or client/resident family member.
4. Willful neglect or damage to Hilltop property or interest.
5. Unauthorized disclosure of confidential information.
6. Inappropriate use of office equipment including telephones, computer equipment or systems, email or other Hilltop owned property.
7. Unsatisfactory performance of duties or inappropriate conduct.
8. Assaulting or threatening to assault another person.
9. Behavior in the work environment that may be harmful to morale or work performance.
10. Rudeness, insolence or offensive behavior toward a customer, client, resident, volunteer or employee.
11. Falsification of records or reports including volunteer reports of time, or other acts of dishonesty.
12. Violation of the volunteer policies contained in this handbook, and/or violation of the policies of your program/department.

By signing below, I acknowledge and agree to abide by Hilltop's Volunteer Code of Conduct.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

# Volunteer Relationship Agreement

As a volunteer, I agree to:

## **Be Committed**

- The commitment you make should not be entered lightly
- Offer your time and energy only if you truly believe in what you plan to do

## **Be Cooperative**

- Do not criticize
- Remember that you are there to help

## **Be a Team Player**

- Volunteering is a team effort
- Play by the rules
- Leave your ego at home

## **Be bold—Ask Questions**

- Get the answers to your questions
- Understanding decreases your frustration and increases your satisfaction
- It also improves your contribution

## **Be Open to Learning and Hard Work**

- Most Volunteers are called upon to learn new and unfamiliar tasks to meet the needs of the people whom they work with.
- Your training is important to the success of your effort

## **Be Willing to Accept Supervision**

- A positive attitude and eagerness to take direction will be welcome in any situation
- Remember you are there to help, and doing it the established way works best

## **Be Dependable**

- People will be counting on you
- You need to take your commitment seriously
- Abide by your time and consistency commitment
- Communicate to your site supervisor when you will be absent or late for your volunteering time

## **Be Respectful**

- Respect the cultures, beliefs, opinions and decisions of others, although you may not always agree
- Treat each other with courtesy, sensitivity, tact, consideration and humility
- Accept the Chain of Command and respect each other regardless of position
- Encourage people to achieve and grow

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Signature

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Date



## Volunteer Willing & Able

**Volunteer Position:** \_\_\_\_\_

Read the list of tasks below and check whether or not you can do these tasks. You must be able to do these tasks with or without reasonable accommodation to qualify for this volunteer position. If accommodations are needed, please note at the end of the task. Falsification of your abilities will result in immediate dismissal from this position.

**Yes**    **No**

\_\_\_    \_\_\_    Stand \_\_\_% of the time.

\_\_\_    \_\_\_    Walk \_\_\_% of the time.

\_\_\_    \_\_\_    Sit \_\_\_% of the time.

\_\_\_    \_\_\_    Reach with arms and hands to support, move, assist, hold lift from floor to overhead.

\_\_\_    \_\_\_    Talk and hear and feel.

\_\_\_    \_\_\_    Lift, carry, push, pull up to \_\_\_pounds.

\_\_\_    \_\_\_    Close vision (clear at \_\_\_ inches or less)

\_\_\_    \_\_\_    Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

\_\_\_    \_\_\_    Far vision (clear at \_\_\_ feet or more)

\_\_\_    \_\_\_    Use a computer keyboard for up to \_\_\_ hours a day.

\_\_\_    \_\_\_    Use correct body mechanics to accomplish tasks.

To the best of my knowledge, my answers are correct and honest.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name



## VOLUNTEER TIMESHEET

**Please check the service location where you volunteer:**

Grand Junction     
  Delta     
  Montrose     
  Ouray

**Please check the program where you volunteer and the service type that describes what you do:**

<p><b><u>PROGRAMS</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> B4 Babies &amp; Beyond</li> <li><input type="checkbox"/> Cooking Matters</li> <li><input type="checkbox"/> Corporate Office</li> <li><input type="checkbox"/> Family Connections</li> <li><input type="checkbox"/> Family First</li> <li><input type="checkbox"/> Parents as Teachers</li> <li><input type="checkbox"/> Get Real</li> <li><input type="checkbox"/> Health Access</li> <li><input type="checkbox"/> DV Services- Latimer House</li> <li><input type="checkbox"/> Life Adjustment Program</li> <li><input type="checkbox"/> 211</li> </ul>	<p><b><u>PROGRAMS</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Nurturing Parents</li> <li><input type="checkbox"/> Partnership for Children &amp; Families</li> <li><input type="checkbox"/> Property Services</li> <li><input type="checkbox"/> Senior Daybreak</li> <li><input type="checkbox"/> The Commons</li> <li><input type="checkbox"/> The Fountains</li> <li><input type="checkbox"/> The Family Resource Center</li> <li><input type="checkbox"/> Volunteer Services</li> <li><input type="checkbox"/> Wellbeing Program</li> <li><input type="checkbox"/> ADRC</li> <li><input type="checkbox"/> Supporting Our Seniors</li> <li><input type="checkbox"/> Child &amp; Family Services</li> <li><input type="checkbox"/> Marketing &amp; Development</li> <li><input type="checkbox"/> The Family Resource Center- Montrose</li> </ul>	<p><b><u>SERVICE TYPES</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Administrative Support</li> <li><input type="checkbox"/> Special Events _____</li> <li><input type="checkbox"/> Special Projects</li> <li><input type="checkbox"/> Outreach Support</li> <li><input type="checkbox"/> Resident Companion</li> <li><input type="checkbox"/> Internship/Practicum</li> <li><input type="checkbox"/> Cooking Instructor/Support</li> <li><input type="checkbox"/> Group Facilitation</li> <li><input type="checkbox"/> Activities Facilitation</li> <li><input type="checkbox"/> Crisis Line</li> <li><input type="checkbox"/> Professional Services</li> <li><input type="checkbox"/> Training Instructor</li> <li><input type="checkbox"/> Computer Services Support</li> <li><input type="checkbox"/> Tutoring</li> <li><input type="checkbox"/> Mentoring</li> <li><input type="checkbox"/> Janitorial-Environmental Services</li> <li><input type="checkbox"/> Maintenance</li> <li><input type="checkbox"/> Landscaping</li> <li><input type="checkbox"/> Transportation</li> <li><input type="checkbox"/> Childcare</li> <li><input type="checkbox"/> Group Presenter</li> <li><input type="checkbox"/> Other _____</li> </ul>
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VOLUNTEER'S NAME \_\_\_\_\_

MONTH \_\_\_\_\_ YEAR \_\_\_\_\_

Date	Description of Assignment/Activity	Time In*	Time Out *	Total Time	Mileage**
		Round to nearest ¼ Hour	Round to nearest ¼ Hour		

**(Turn over for more entry space)**

TOTAL MONTHLY HOURS: \_\_\_\_\_ VOLUNTEERS INITIALS \_\_\_\_\_

\* Do not include travel time in Hours Served Column unless vehicle is used on behalf of your program assignment-do not include time driving to and from volunteer assignment.

\*\* Do not include mileage in MILEAGE Column unless vehicle is used on behalf of your program assignment.





**PUBLICITY WAIVER / LIABILITY RELEASE**

I give my permission to Hilltop Community Resources to use pictures for advertising and promotion purposes. I agree that Hilltop Community Resources may use the photographs in any and all print and other media. I waive all personal purposes and further waive all rights to inspect and approve the finished photographs, advertising copy, or printed matter used in conjunction therewith.

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Address

\_\_\_\_\_  
Signature

Parent:

Date:

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\_\_\_\_\_  
Witness (Print)

\_\_\_\_\_  
Witness Signature





## **FAIR CREDIT REPORTING ACT DISCLOSURE REGARDING BACKGROUND INVESTIGATION**

As an applicant for volunteering with Hilltop Community Resources, Inc., you are a consumer with rights under the Fair Credit Reporting Act. When any of the following circumstances exist, Hilltop Community Resources, Inc. may choose to obtain and use information contained in either a consumer report or investigative consumer report from a consumer reporting agency about you: (1) when considering your application for volunteering, (2) when making a decision whether to offer you a volunteer position (3) when deciding whether to continue your volunteering (if you are placed), or (4) when making other volunteer-related decisions directly affecting you.

For explanation purposes, a “consumer reporting agency” is a person or business which, for monetary fees, dues, or on a cooperative nonprofit basis, regularly assembles or evaluates consumer credit information or other information on consumers for the purpose of furnishing consumer reports to others, such as Hilltop Community Resources, Inc.

A “consumer report” means any written, oral, or other communication of any information by a consumer reporting agency bearing on your character, general reputation, personal characteristics, or mode of living which is used or expected to be used or collected in whole or in part for the purpose of serving as a factor in establishing your eligibility for volunteer placement purposes.

An “investigative consumer report” means a consumer report or portion thereof in which information on your character, general reputation, personal characteristics, or mode of living is obtained through personal interviews with your neighbors, friends, associates reported on or with others with whom you are acquainted or who may have knowledge concerning any such items of information.

In the event an investigative consumer report is prepared, you may request additional disclosures regarding the nature and scope of the investigation requested as well as a written summary of your rights under the Fair Credit Reporting Act.



## Fair Credit Reporting Act & Authorization Disclosure Form

In order to ensure for the safety of those we serve and provide the proper placement of volunteers, Hilltop conducts background checks on all individuals to determine appropriate fit for organization assignments.

By signing below, I \_\_\_\_\_, hereby voluntarily authorize Hilltop  
*(Please print first middle and last name)*  
Community Resources to obtain background check information and consider this information when making decisions about my eligibility as a volunteer. I understand that Hilltop has the right to deny placement based on background check results and appropriate program fit.

I voluntarily authorize all persons, including Hilltop’s designated consumer reporting agency, law enforcement agencies, motor vehicle departments, and municipal, state, and federal courts to release information they may have about me to Hilltop Community Resources. I understand that as a volunteer with Hilltop Community Resources, this authorization shall remain in effect throughout my active involvement with the organization. I further understand that I have rights under the Fair Credit and Reporting Act. Please see other side.

*How many years have you lived in Colorado?* \_\_\_\_\_

*If you’ve ever lived somewhere other than Colorado, please list city, state, and dates you were there:* \_\_\_\_\_  
\_\_\_\_\_

*Please list all previous names that you may have used, including aliases (including maiden or previous married names, etc.):* \_\_\_\_\_

\_\_\_\_\_  
**Social Security Number**

\_\_\_\_\_  
**Date of Birth**

\_\_\_\_ **Male**      \_\_\_\_ **Female**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**



## Minor Volunteer Parental Consent Form

Parent/Guardian Name: \_\_\_\_\_  
Relationship to Child: \_\_\_\_\_ (Age of Child) \_\_\_\_\_  
Address: \_\_\_\_\_  
Child's Address (if different): \_\_\_\_\_  
Phone: (Home) \_\_\_\_\_ (Work) \_\_\_\_\_ (Cell) \_\_\_\_\_

I give permission for my child \_\_\_\_\_ to volunteer for Hilltop Community Resources. If accepted as a volunteer, I understand my child will be provided with orientation, training, and adult supervision necessary for the safe and responsible performance of his or her duties and will be expected to meet all requirements of the position, including regular attendance and adherence to Hilltop and specific program policies and procedures. I understand that my child will not receive monetary compensation for the services contributed. I will support my child by respecting their volunteer commitment and providing transportation if needed. I further understand that volunteers are not covered under workers compensation insurance if injured and that my medical or motor vehicle insurance will be primary with Hilltop's general liability insurance serving as secondary coverage.

In case of emergency, please contact:

Name	Relationship	Phone
_____	_____	_____
_____	_____	_____

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