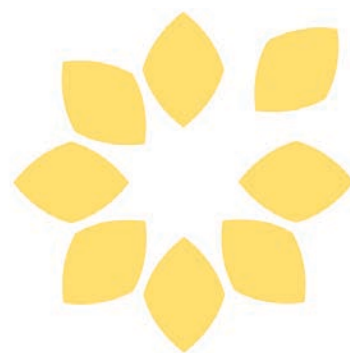


VOLUNTEER HANDBOOK



Neighbor**Impact**

OUR EXECUTIVE DIRECTOR'S STATEMENT

EXECUTIVE DIRECTOR

SCOTT COOPER



If you are reading this letter, you are most likely a volunteer for NeighborImpact. Thank you for caring. By generously offering your time, you are potentially making a difference in the lives of one-quarter of the population of Central Oregon—the population NeighborImpact directly serves with one or more services annually. Depending on where you are volunteering, you may be helping seniors, working families, children, the disabled or others whose life circumstances deny them the resources many of us take for granted: food, housing, heat, health, education and the opportunity to improve our lives. Those are the areas in which our organization works every day.

Volunteers are essential to our work. We gather food, but volunteers pack it and distribute it. We provide classrooms and teachers to preschools, but volunteers give one on one attention that children need to thrive. We provide a curriculum, but the hard-earned expertise of our volunteers allows people to become homeowners and savers. The bark that you spread or the paint that you put on a wall creates a welcoming environment for someone who would otherwise be living in a car. Every hour you give literally changes the course of someone's life in ways big and small. Thank you for caring.

There's an old saying that everyone has something to give: Time, Treasure or Talent—or all three. However you contributing, you will make Central Oregon better for people—all people—who live here.

Please take a minute to look over this handbook. It will give you a basic overview of the role of a volunteer and more importantly the responsibilities that a volunteer has in helping us serve people with high standards of professionalism, dignity and respect. It also contains important information about liability and how to navigate a volunteer experience successfully. If you have any questions after reading the handbook, please ask. At NeighborImpact we love the work we do and the people with whom we work, and we're happy to share what we know.

Thanks so much for your contribution of time. It is deeply appreciated.

Sincerely,

A handwritten signature in blue ink that reads "Scott Cooper". The signature is written in a cursive, flowing style.

Scott Cooper
Executive Director

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Mission

NeighborImpact supports people and strengthens communities.

Vision

Within 10 years (by January 2024), NeighborImpact will be:

- The region's leading organization for providing, food, energy assistance and emergency housing to those in need.
- The region's leading provider of preschool readiness for children and families living in poverty
- The region's leading sponsor of homeownership counseling and related services, including financial coaching and lending activity.
- Known as a change agent promoting not just resource availability but also opportunities for self-empowerment.
- A valued service-delivery partner of federal, state and local government and other nonprofits, regional and statewide.
- The leading resource for information and expertise regarding the presence of poverty in Central Oregon and needed strategies and inputs to alleviate it.
- Recognized as an agency which provides services across the income spectrum, not just to low-income households.
- Physically present and robust in service delivery in all three Central Oregon counties and the region's six major cities.
- A community-supported organization, receiving at least 10 percent of its annual operating funding from individual donors, foundation and corporate support.
- Recognized as preferred employer.
- Recognized as a financially responsible steward of public and private resources.

Values

NeighborImpact is guided by the following core values in its interaction with clients, the community and within the organization:

- Respect for the dignity of all people, regardless of social condition;
- Compassion for those in need;
- Preferred partner for other organizations and government;
- High accountability and transparency in our financial management practices;
- Excellence and best practice in service delivery, governance, and employment practices;
- Integrity in our dealings with clients, funders, the public and our employees;
- Leadership in the field of poverty alleviation;
- Oriented toward change, urging those we serve seek out opportunities for self-help to the best of their abilities;
- Responsive, Entrepreneurial and Flexible in responding to community needs;
- Technologically proficient and good stewards of facilities entrusted to our care.

OUR DEPARTMENTS

A community action agency, NeighborImpact was created in 1985 to represent and serve economically-disadvantaged residents of Central Oregon. NeighborImpact is the region's leading provider of emergency food programs, housing and homeless services, energy assistance, childcare provider resources, early childcare education services, representative payee services and self-help programs for those in need. NeighborImpact provides a diverse range of services to more than 50,000 households each year.



FOOD BANK

is the regional affiliate of the Oregon Food Bank. Our Food Bank collects and distributes nearly three million pounds of food to emergency food sites in Crook, Deschutes, and Jefferson counties and at the Confederated Tribes of Warm Springs. Every month, over 20,000 food-insecure individuals throughout our region receive fresh produce, dairy, meat, bread and shelf-stable food that we distribute to those sites (e.g., churches, food pantries, shelters).

ENERGY ASSISTANCE

helps qualified households by paying a portion of their heating costs. Services include utility shut-off prevention and payment assistance with heating sources (electricity, natural gas, oil, propane, wood, pellets) along with referrals to other assistance resources in the community (e.g., churches). Energy Education classes provide clients with strategies to control energy expenses in their homes and to promote health and safety relating to energy usage.

HOUSING STABILIZATION

assists unaccompanied adults and families with minor children who are homeless or who face immediate housing crises. Housing Stabilization provides rental subsidies and deposits along with concurrent supportive services. NeighborImpact's family shelter, Nancy's House, provides short-term shelter and case management services for up to five homeless families with children at any given time.



HOMESOURCE

offers a range of programs and services to help persons manage, grow and protect their assets. HomeSource's Financial Education workshops cover money management, budgeting, saving, investing, financial institutions, taxes and insurance, and understanding and improving credit.

Homebuyer Education workshops explain the home buying process in detail. Residents may obtain individual coaching for foreclosure prevention, reverse mortgages, budgets, credit, and the IDA matched savings program.

Participants may use the IDA matched savings program to purchase or rehabilitate a home, start or expand a business, pursue higher education, or purchase a vehicle.

WEATHERIZATION

Weatherization provides energy saving construction services such as insulation and heating system repair for income-qualified clients. As a result, homes are more energy efficient, and utility bills decrease.

HEAD START/ EARLY HEAD START

strengthens families and closes the achievement gap for over 500 of the region's most vulnerable and at-risk pre-school age children, annually. Head Start integrates high-quality early education with other critical services such as health services (medical visits; hearing, vision and dental checks); meals and nutrition; and family advocacy.

CHILD CARE RESOURCES

offers training, technical assistance and business support to child care providers in Central Oregon. Child Care Resources not only supports child care providers and pre-school educators but also builds the infrastructure of child care in Central Oregon.

LENDING

program offers a variety of loan products at reasonable interest rates. Based on income guidelines, the program makes loans for home preservation, down-payment assistance, micro-enterprise, and clean water.



REPRESENTATIVE PAYEE

program helps those with mental illness or disability by managing their finances to meet their basic needs. We have been approved by Social Security to receive disability benefits on a client's behalf, when Social Security decides it is necessary. The Representative Payee budgets and disburses the funds to pay for current living needs including housing, utilities, food, medical expenses, personal care and clothing. Any funds left over after meeting the client's current needs are kept in an interest-bearing account for future needs.



VOLUNTEER RIGHTS & EXPECTATIONS

VOLUNTEER DEFINITION

You are considered a volunteer if you, without compensation or expectation of compensation beyond reimbursement for volunteer-related expenses, perform a service at the direction of and on behalf of NeighborImpact. As a volunteer, you will be accepted officially and enrolled by NeighborImpact prior to performing your tasks.

TRAINING

All NeighborImpact volunteers are asked to review the NeighborImpact HIPAA Policy, Confidentiality Policy, and Volunteer Handbook. Volunteers are invited to attend one of our 30-minute agency orientations. After completing both of these steps, volunteers may volunteer for any open volunteer position at NeighborImpact.

TYPES OF VOLUNTEERS AT NEIGHBORIMPACT

- One Time Volunteers
- Recurring Volunteers
- Corporate Groups
- School Groups
- Special Event Volunteers
- VISTA Volunteers
- Professional Volunteers

VOLUNTEER EXPECTATIONS

- Attend orientation
- Be punctual
- Carry out your volunteer duties according to the position description
- Dress appropriately
- Understand and respect confidentiality
- Ask for support when you need it
- Be courteous to fellow volunteers, staff, and clients
- Report any issues of misconduct immediately to volunteer coordinator
- Inform the volunteer coordinator as early as possible if you are unable to attend your shift

VOLUNTEER RIGHTS

- Be trained properly for your position
- Work in a healthy and safe environment
- Have clearly assigned role descriptions and hours
- Have your confidentially and personal information dealt with in accordance with all applicable laws
- Be supported in your volunteer opportunity

MINORS AS VOLUNTEERS

Volunteers under the age of 18 who wish to participate in an ongoing volunteer opportunity must have written permission of a parent or guardian before they may begin service. Minors will be required to volunteer with a parent or guardian present.

VOLUNTEER COORDINATOR

Austin Brady	Work Phone:	(541) 323 - 6545
	Cell Phone:	(812) 701 - 7511
	Email Address:	austinb@neighborimpact.org



VOLUNTEER CONDUCT POLICIES

BACKGROUND CHECKS

NeighborImpact requires a criminal background check for select volunteer positions. A previous conviction generally does not automatically disqualify a volunteer from consideration for or continued opportunities. Depending on a variety of factors (for example, the nature of the position, the nature of the conviction, and age of the volunteer when the illegal activity occurred), the applicant may still be eligible for volunteer opportunities. However, given the nature of our clientele and the services we provide to children and families, and also as required by law, there are certain criminal offenses which will automatically disqualify an applicant from volunteering with NeighborImpact.

TOBACCO

Smoking by our employees, volunteers, clients, or vendors in any interior offices or spaces of any building occupied by NeighborImpact is not allowed. There is also no smoking permitted on any property owned or leased by NeighborImpact. Also, volunteers should avoid wearing clothes that smell like smoke to their volunteer shift.

DRUGS AND ALCOHOL

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is not allowed at NeighborImpact sites. Additionally, volunteers may not be impaired by any substance while volunteering. Such action may result in your immediate dismissal from the volunteer position.

INTERNET USAGE

NeighborImpact may provide computers, e-mail, and Internet access to assist volunteers in performing their duties. Computers, e-mail and Internet access should be used for business related purposes only. NeighborImpact strives to maintain a workplace free of harassment and is sensitive to the diversity of its volunteers, employees and participants; therefore, NeighborImpact prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale. This would include the display or transmission of sexually explicit images, messages and cartoons, as well as ethnic slurs, racial comments, jokes or anything that may be construed as harassment, inappropriate, unprofessional or showing disrespect towards others.

WHISTLEBLOWER

If a volunteer should discover information leading him or her to believe that a serious wrongdoing or illegal or unethical behavior has occurred at NeighborImpact, he or she will report this information to the volunteer coordinator. If the volunteer coordinator is not available or is implicated in the wrongdoing the volunteer will report the information to the Executive Director.

Reports of violations will be kept confidential to the extent possible, consistent with the need to conduct an investigation. Appropriate corrective action will be taken if warranted by the investigation.

CONFIDENTIALITY

What you hear or observe about clients, staff and donors while volunteering is confidential. Even a seemingly harmless comment repeated to another person can be misunderstood and cause harm. In order to create a safe and respectful environment, we ask that volunteers honor this request to keep client information confidential.



CONFLICT OF INTEREST

Conflict of interest arises when a volunteer may benefit financially from a decision he or she could make in his or her capacity as a volunteer of NeighborImpact, including direct or indirect benefits to family members or business with which the volunteer is closely associated. Volunteers should refrain from these types of conflict of interest while volunteering for NeighborImpact.

SOLICITATION

Agency volunteers are prohibited from accepting gifts or other forms of remuneration from clients or business contacts. NeighborImpact forbids any volunteer from soliciting any of its members, staff, volunteers or guests and disseminating any writing, leaflets or different materials on NeighborImpact premises, aside from affirmed NeighborImpact business.

DISCRIMINATION

NeighborImpact does not discriminate against any individual on account of their political affiliation/beliefs, age, sex, gender, race, ethnicity, nationality, disability, sexual orientation or preference or veteran's status. NeighborImpact also strives to foster a non-discriminatory volunteer environment for individuals with disabilities. Some of our volunteer positions may require physical labor and those job descriptions will highlight the demands of the position.



EMERGENCY PROCEDURES

NeighborImpact strongly encourages volunteers to communicate with fellow volunteers and their volunteer coordinator regarding safety issues and concerns. Volunteers should contact their volunteer coordinator and/or 911 in the event of an accident or emergency.

When an injury is sustained while volunteering, it should be reported immediately to the volunteer's coordinator or on-site lead, and an internal Injury Report Form must be filed by the injured volunteer within one week.

INCLEMENT WEATHER

The Executive Director will judge whether inclement weather requires the closing of NeighborImpact offices and/ or Head Start sites. In the case of office closure, your volunteer coordinator will inform you of cancelations or delays in your volunteer tasks.



MINOR RELEASE OF LIABILITY



NEIGHBORIMPACT RELEASE, WAIVER, AND PARTICIPATION AGREEMENT FOR MINORS/DEPENDENTS PARTICIPATING IN ACTIVITIES RELATED TO FOOD PROGRAM, FACILITY AND GROUNDS MAINTENANCE, EARLY CARE AND EDUCATION AND OTHER ACTIVITIES RELATED TO BUSINESS OPERATIONS.

1. Representations and continuing obligations - I hereby represent that (i) I am the parent or legal guardian of the Minor; (ii) the Minor is in good health and in proper physical condition to participate in the Event; and (iii) the Minor is not under the influence of alcohol or any illicit or prescription drugs which would in any way impair the Minor's ability to safely participate in activities involving physical exertion. I agree that it is my sole responsibility to determine whether the Minor is sufficiently fit and healthy enough to participate in volunteer activity, that I am responsible for the Minor's safety and well being at all times and under all circumstances while the minor is volunteering on behalf of NeighborImpact.

2. Assumption of Risk – As the parent or guardian of the below named minor or dependent, I assume full responsibility for the decision for my child/dependent to participate volunteer activities related to NeighborImpact. I acknowledge that participation by my dependent in the activities listed above may entail known and unanticipated risks, which could result in physical injury, death or property damage. I understand that such risks cannot be eliminated without jeopardizing the essential qualities of the activity. These risks may also occur as a result of my dependent's own actions, inactions or negligence, as well as actions, inactions or negligence of others, including but without limitation exposure to extreme weather (hot and cold) and weather-related accidents (slip and fall on ice), vehicular accident, exposure to allergens, dog bite or damage inflicted by other animals, domestic or feral, bites and scratches and bruising inflicted by children, unwanted contact with clients and individuals seeking services and condition of equipment and facilities and grounds, owned and controlled by NeighborImpact or by others receiving services from NeighborImpact, natural disaster, national disaster, and any first aid emergency treatment which may be administered. There may also be other risks that are not foreseeable at this time.

3. Release – As part of the consideration for my dependent participating in the activity identified above, I release, discharge, and hold harmless NeighborImpact, any director, officer, employee, or any person acting in any capacity on their behalf (hereinafter collectively referred to as "NI") from all demands, causes of action, suits contracts, agreements, obligations, covenants, defenses, costs, liabilities and judgments, whatsoever, known or unknown, suspected or unsuspected, in contract or in tort, in law or in equity, which I might have against the NI, arising from my child/dependent's participation in the Programs.

4. Waiver and Indemnification – The minor's parent(s) or guardian(s) understand that all activities are VOLUNTARY and that the minor does not have to participate. By participating, the minor's parent(s) or guardian(s) voluntarily accept and assume the risk of injury to the minor or damage to the minor's property. It is understood that NeighborImpact does NOT provide any insurance coverage for the minor's person or property; I hereby waive all claims and demands against NI for any loss, damage, injury (including death) or claim of any kind arising from, related to or caused by my dependent's participation in the Programs and agree to indemnify, defend, and hold harmless NI from all loss, liability, damages, costs, and expenses (including actual attorney's fees) arising from or related to same.

5. Photography/Video - In permitting my dependent to participate, I understand that my dependent's photograph/video may appear in publicity or brochures marketing NI programs and facilities. I understand that there are no rights granted to me or my dependents to inspect or approve photographs/video prior to publication.

MINOR RELEASE OF LIABILITY



6. Term - I have read this Agreement and agree to be bound by its terms. This Agreement shall be effective for all activities in which my dependent participates prior to December 31 of the year in which this waiver may be signed.

7. Warranties - I hereby warrant that I am of legal age and authorized to enter into this Agreement on behalf of the Minor, that I have read this Agreement carefully, understand its terms and conditions, acknowledge that I will be giving up substantial legal rights by signing it (including the rights of the Minor, the Minor's parents/legal guardians, heirs and next of kin, and any legal and personal representatives, executors, administrators, successors and assigns), acknowledge that I have signed this Agreement without any inducement, assurance or guarantee, and intend for my signature to serve as confirmation of my complete and unconditional acceptance of the terms, conditions and provisions of this Agreement. This Agreement represents the complete understanding between the parties regarding these issues and no oral representations, statements or inducements have been made apart from this Agreement. If any provision of this Agreement is held to be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this Agreement and shall not affect the validity and enforceability of any remaining provisions.

I freely execute this document.

Dated:

Name of the Minor/Dependent Participant:

Minor's Date of Birth:

Emergency Contact and phone number:

Parent/Legal Guardian Name – Please Print

Signature of Parent/Legal Guardian

PHOTO RELEASE



Neighbor**Impact**

Photo Release Form

All NeighborImpact programs will use this photo release form.

Photo Release for Adults

I, being of legal age, hereby consent that the videotapes, photographs, and/or motion picture film in which I appear, and/or audio recordings made of my voice may be used by NeighborImpact, its assigns or successors, in whatever way they desire, including television. Furthermore, I hereby consent that such photographs, films and recordings, and the plates and/or tapes from which they are made shall be their property, and they shall have the right to sell, duplicate, reproduce, and make other uses of such photographs, films, recordings, places and tapes as they may desire free and clear of any claim whatever on my part.

IN WITNESS WHEREOF I have hereunto set my hand, in the State of Oregon,

This _____ day of _____, 20____

Print Name _____

Signature _____

Address (Optional) _____

City _____ State _____ Zip _____

Photo Release for Minors

I being Parent/Guardian of _____, hereby consent that the videotapes, photographs and/or motion picture film for which he/ she posed, and/or audio recordings made of his/ her voice may be used by NeighborImpact its assigns or successors, in whatever way they desire, including television. Furthermore, I hereby consent that such photographs, films, and recordings and the plates and/or tapes from which they are made shall be their property, and they shall have the right to sell, duplicate, reproduce and make other uses of such photographs, films, recordings, plates, and tapes as they may desire free and clear of any claim whatsoever on my part.

IN WITNESS WHEREOF I have hereunto set my hand, in the State of Oregon.

This _____ day of _____, 20____.

Name of Youth/Child

(print) _____

Signature of parent or Legal Guardian _____

Address (Optional) _____

City _____ State _____ Zip _____

Volunteer Handbook Acknowledgment

This is to acknowledge that I have received a copy of and have reviewed the NeighborImpact Volunteer Handbook and understand that it sets forth the obligations of my volunteer service with NeighborImpact. I understand NeighborImpact maintains the most current version of the Volunteer Handbook on the www.neighborimpact.org website. I understand and agree that it is my responsibility to read and familiarize myself with the rules, policies and standards set forth in the Volunteer Handbook, and I agree to comply with all policies and procedures. I understand I should consult my volunteer coordinator regarding any questions not answered in the Volunteer Handbook.

Name (Printed) _____

Signature _____

Date _____