



Adult Volunteer Application

(16 years and older)

- Broward County Central Homeless Assistance Center/Huizenga Family Campus
920 NW 7th Avenue, Fort Lauderdale, FL 33311-7229 www.bphi.org
- Please complete application, sign, date and return pages 1 – 3. Keep pages 4 – 7 for your records.
- Direct inquiries and applications to: DonnaLee Minott, Volunteer Coordinator,
Phone: 954-779-7673 Fax 954-779-3991 or volunteer@bphi.org

Contact Information	PLEASE PRINT
Today's Date	
Title	<input type="checkbox"/> Dr. <input type="checkbox"/> Miss <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Other Specify:
Name (First/Last)	
Street Address (HOME)	Apt #
City	
State, Zip Code	
Home Phone	
Cell Phone	
E-Mail Address	
Personal Information	
Date of Birth	
Retired	<input type="checkbox"/> No <input type="checkbox"/> Yes
Convicted or had adjudication withheld in a criminal offense?	<input type="checkbox"/> No <input type="checkbox"/> Yes Describe:
Do you have criminal charges pending?	<input type="checkbox"/> No <input type="checkbox"/> Yes Describe:
How did you learn about BPHI?	
Group Information	(If applicable)
Group Name	
Group Project Date	
Employer	
Employer	
Department	
Title	
Work Phone	
Street Address	Suite#
City	
State, Zip Code	

Special Program	
Program	<input type="checkbox"/> Community Service <input type="checkbox"/> Court Ordered Service <input type="checkbox"/> Corporate Donation Matching Program <input type="checkbox"/> Other Specify:
Do volunteer hours require special documentation?	<input type="checkbox"/> No <input type="checkbox"/> Yes Specify:
School	
School	
Grade	
Availability	
During which hours are you available for volunteer assignments?	
<input type="checkbox"/> Weekday mornings	<input type="checkbox"/> Weekend mornings
<input type="checkbox"/> Weekday afternoons	<input type="checkbox"/> Weekend afternoons
<input type="checkbox"/> Weekday evenings	<input type="checkbox"/> Weekend evenings
Special Skills or Qualifications	
Summarize special skills and qualifications you have acquired from employment, previous volunteer work, or through other activities, including hobbies or sports.	
Previous Volunteer Experience	
Summarize your previous volunteer experience.	
Person to Notify in Case of Emergency	
Name (First/Last)	
Cell Phone	
Home Phone	
Work Phone	
E-Mail Address	

VOLUNTEER AGREEMENT / RECEIPT OF POLICIES

Broward Partnership for the Homeless, Inc. (BPHI) Agrees To:

- Provide a Manager of Volunteer Services for recruiting, engaging, orientation, training, supervision, and (if necessary) dismissal of all volunteer staff members. This person will be available, when possible, to assist volunteers during scheduled working hours and will serve as a liaison between volunteer staff members, residents and agency employees.
- Furnish a written description of each volunteer job available with appropriate information concerning skills needed, time, commitment and training required.
- Facilitate training of volunteer staff member to whatever level required to permit them to begin their work safely, confidently, and to maintain continuing competence at assigned task.
- Provide working conditions/access to equipment/supplies, where possible, comparable to paid staff doing similar work
- Provide documentation (as requested) of satisfactory completion of volunteer work assignments to volunteer staff member.

The Volunteer Agrees To:

- **Protect the confidentiality** of all information relating to residents, employees, volunteers and donors of BPHI.
- **Adhere to BPHI's on campus drug and alcohol free policy: Anyone reporting to work under the influence of either will be immediately dismissed.**
- Become familiar with and follow BPHI volunteer policies and procedures as stated in the attached "Volunteer Policies & Procedures".
- Work the schedule mutually agreed upon by Volunteer and BPHI staff and carry out assignments in good spirit.
- Be prompt and reliable in reporting for scheduled work and notify, as soon as possible, the appropriate BPHI personnel if unable to work as scheduled.
- Seek the assistance of appropriate BPHI staff when requiring assistance.
- To provide BPHI with an accurate record of hours worked by following sign-in and sign-out procedure.
- Attend orientation and training sessions for volunteer staff as scheduled or warranted.
- Cooperate fully in the event that it becomes necessary for BPHI to conduct a background check.
- Notify BPHI prior to resignation or leave of absence from volunteer responsibilities.
- Accept BPHI's right to dismiss any volunteer staff member for violation of this agreement in anyway.

ACKNOWLEDGMENT OF EXCLUSION AND 'RELEASE OF LIABILITY' BY A VOLUNTEER

I acknowledge that my service to the Broward Partnership for the Homeless, Inc. (BPHI) in the Volunteer Program will be voluntary, and I understand I will be a volunteer and not an employee eligible for Worker's Compensation claims. I agree to assume all risks connected with my volunteer/community service. I further agree to release the Broward Partnership for the Homeless, Inc., its directors, employees, volunteers or persons related to directors, employees or volunteers, from any and all liability, claim, demand or cause of action or litigation arising out of personal injury, illness, death or property damage I might suffer while performing volunteer/community service work.

I further agree that I will not name, or have named, any of the parties mentioned above as defendants or cross-defendants in any litigation arising out of my volunteer/community service work. I further agree that I will save and hold harmless these parties from any other claims, demands, causes of action or litigation arising out of said service including, but not limited to, actual damages, general damages, punitive damages, attorney fees and cost suit.

I understand that refusal to sign this release will result in my exclusion from participating in the Volunteer Program of the Broward Partnership for the Homeless, Inc. (BPHI).

I have received and read the VOLUNTEER AGREEMENT and RELEASE OF LIABILITY AND CODE OF CONDUCT and agree to abide by the terms stated:

Volunteer Name (Print): _____

Volunteer Signature: _____ Date ___/___/___

BPHI Staff Signature: _____ Date ___/___/___



The purpose of this policy is to create clear guidelines for people volunteering their time or services with BPHI and to establish an ethical code of conduct for all volunteers. These guidelines and code of conduct must be followed at all times while the volunteer is actively giving their time or services to BPHI.

While giving their time or services to BPHI, volunteers must be aware and respectful of the fundamental rights, dignity and worth of the residents and the staff (paid and volunteer). BPHI volunteers must also respect the privacy, confidentiality, self-determination and autonomy of the residents. In addition, BPHI volunteers should be aware and respectful of the cultural, individual and role differences, including those of: age, gender, race, ethnicity, national origin, religion, disability, language, sexual orientation and socioeconomic status.

BPHI volunteers must be sensitive to the difference in power between themselves and the residents and must not exploit or mislead the residents during or following the volunteer relationship. In order to prevent role confusion, BPHI volunteers must be respectful of personal boundaries and must not seek to involve themselves personally in a resident's life. Instead, BPHI volunteers should seek to contribute to the welfare and independence of the residents and must not knowingly participate in inappropriate conduct or condone unfair discriminatory practices.

Close adherence to this policy, at all times, will allow volunteers and residents to maintain caring, professional relationships and develop an effective team of BPHI employees, volunteers and residents, dedicated to the BPHI mission of assisting homeless individuals and families regain their independence and reintegrate into society as responsible citizens.

CONDUCT EXPECTATIONS

Volunteers are expected to conduct themselves in a way which furthers the mission and needs of BPHI and its guests. Volunteers are expected to have the same quality of performance, honesty and responsibility as employees.

- a. *Schedules:* Volunteers are asked to be punctual and reliable to their assigned schedule. If a volunteer is unable to come for a scheduled job he or she should give notice to their supervisor. Additionally, the volunteer should not show up to work at an unscheduled time without first checking with their supervisor or the Volunteer Manager.
- b. *Behavior:* Volunteers should be advocates for the homeless and the BPHI mission. Volunteers should set aside personal conflicts before coming to work and conduct themselves in a professional manner.
- c. *Fraternization:* Volunteers must maintain a respectful relationship with BPHI and its guests. Fraternalization with guests and/or members of the rehabilitation program while on or off BPHI premises is highly inappropriate and is considered reason for dismissal.
- d. *Attire:* Volunteers should dress neatly and conservatively with consideration to their work environment. Very short skirts or shorts, skin tight or see-through clothing, tank tops, and clothing with drug or alcohol messages are not acceptable. In addition, it is suggested that volunteers wear long pants; flat, closed toed shoes; and a minimum of jewelry.

UNACCEPTABLE FORMS OF CONDUCT

BPHI considers some actions to be unacceptable and will take disciplinary action when such actions are brought to its attention. Unacceptable actions include, but are not limited to:

- a. Refusal to comply with BPHI rules.
- b. Jeopardizing the safety of self or others.
- c. Unauthorized sales or solicitations of any kind, or distribution or posting of notices, propaganda, or unauthorized literature on agency property.
- d. Disclosure of confidential information concerning patients, staff personnel information, financial information, or any other confidential information which may be construed to be detrimental to the agency.
- e. Falsification of documents for the volunteer file.
- f. Failure to keep commitments for assigned work.

- g. Disorderly conduct such as the use of threatening or abusive language, intimidating, coercing or interfering with other volunteers, employees, clients, patrons or persons associated with BPHI.
- h. Reporting for an assignment under the influence of alcohol or other drugs.
- i. Possession of alcohol or controlled or dangerous drugs unless they are prescribed by a lawful and licensed practitioner.
- j. Giving or taking a bribe of any nature as an inducement to obtaining work, retaining a position, purchasing, or other activities related to the business of this agency.
- k. Insubordination.
- l. Unauthorized removal or misappropriation of property from BPHI, its employees, or its guests.
- m. Sexual activity or cohabitation with clients.
- n. Carrying any type of weapon on duty.

CORRECTIVE / DISCIPLINARY ACTION

BPHI provides appropriate supervisory intervention and disciplinary action when a volunteer does not meet BPHI's guidelines or expectations.

Several factors are considered before taking action on an incident:

- i. The seriousness of the incident/behavior and the circumstances surrounding it;
- ii. The volunteer's past conduct and length of time as an active volunteer;
- iii. The nature of any previous incidents;
- iv. The general practice as it relates to the incident.

The following is the prescribed sequence taking for corrective or disciplinary action unless the nature and seriousness of the volunteer's actions is considered unacceptable by the volunteer's supervisor, the Volunteer Manager and/or any other involved management.

- i. *Verbal counseling:* Upon notification or personal observation of a problem, the Volunteer Manager initiates a meeting with the volunteer. The Volunteer Manager uses the meeting to outline performance expectations and involve the volunteer in taking action steps to alleviate the problem. The volunteer is told the exact disciplinary steps that may be taken if the behavior or performance does not improve. The feasibility of placing the volunteer in another position or at another site may also be discussed.
- ii. *Written reprimand/warning:* If problems are not resolved after verbal counseling, the supervisor notifies the volunteer in writing of an action or omission for which disciplinary action is being considered and schedules a conference between the volunteer, the Volunteer Manager, the supervisor and any other appropriate management. At the conference or as a result of it:
 - The supervisor and Volunteer Coordinators review previous counseling and concerns regarding the behavior and impose any necessary disciplinary action;
 - A written reprimand must be signed and dated by all parties involved;
 - The volunteer may respond in writing to the issues addressed and institute a grievance procedure.
- iii. *Termination/dismissal:* Two or more written reprimands are grounds for termination. After discussing and reviewing the volunteer's file with the supervisor and any other appropriate management, the Volunteer Manager initiates a meeting with the volunteer to present a written notice of termination with the properly substantiated reasons. The volunteer may institute the grievance procedure.
- iv. *Disciplinary action:* The following disciplinary actions may be taken congruent with the corrective action steps: suspension for a specified time, probation for a specified time, assignment to another position, and/or dismissal.
- v. *Records:* Copies of all documentation are given to the Volunteer Manager, the supervisor, any management involved, and Personnel at each step of the process. All correspondence is in writing and becomes a permanent part of the volunteer's personnel file.

REASONS FOR IMMEDIATE DISMISSAL:

- Falsifying statements on BPHI applications or during the interview process;
- Reporting to work while under the influence of alcohol or drugs;
- Committing a criminal misdemeanor or felony at any time during your volunteer tenure (or while at the Center);
- Breaching the confidentiality of BPHI residents, employees or volunteers or any violation of the "Volunteer Agreement" or the "Code of Conduct and Ethics for Volunteers";
- Any type of theft and/or destruction of property and/or information;
- Misuse of your BPHI identification badge.
- Failure to fulfill shift agreed upon, after two occurrences

GRIEVANCE PROCEDURES

Volunteers have the right to present their job related problems through appropriate supervisory channels for resolution. Routine personnel matters remain the responsibility of the volunteer and the supervisor. In the event of a substantial and unresolved issue, the matter is brought to the attention of the Volunteer Manager, who may refer the matter to appropriate management if necessary. The following steps are taken for such substantial issues:

1. The volunteer, supervisor and Volunteer Manager verbally discuss the grievance.
2. If the matter is not resolved through the discussion, the volunteer presents a written complaint describing this grievance to the appropriate supervisor and the Volunteer Manager.
3. The supervisor has five (5) working days to answer the complaint. A copy of the written response is given to the Volunteer Manager.
4. All involved staff will take steps as deemed necessary, including an interview with the volunteer and all parties involved, determining whether a bona fide grievance exists. A written report with recommendations for action is prepared within five (5) working days of receiving the written complaint.
5. The volunteer may request a hearing with the Director of Development if not satisfied that a fair decision has been obtained. This must be done within five (5) working days of receiving the report.
6. The Development Director grants or denies the hearing within five (5) working days of receiving the request. The hearing includes all involved parties. The Development Director has five (5) working days to render a decision. This decision will be final.
7. A final written report becomes part of the volunteers file.
8. The Volunteer Manager, supervisor, Personnel, and appropriate management receive copies of all paperwork.

LEGAL AND INSURANCE ISSUES

- BPHI adheres to State labor laws pertinent to volunteers. Information regarding this is kept on file in the Volunteer Office.
- Volunteers are encouraged to add a clause to their homeowner's policy or renters insurance stipulating that they want to be covered while performing community service.
- BPHI provides accident insurance for volunteers who provide nonprofessional services. Volunteers are asked to remain within the boundaries of the service for which they have been trained and in the assigned area. An incident report will be filed immediately when a volunteer is injured. A volunteer may refuse treatment but in so doing waives treatment under insurance coverage.

SIGN IN AND OUT POLICY:

Volunteers must sign in and out each time they perform service hours at BPHI. All individual volunteers and volunteer groups must sign in and out of the volunteer log or at the Volunteer Information Center (VIC) when arriving or leaving the Center. The volunteer log and VIC are both located at the Security desk.

The sign in/sign out policy is a crucial component of the volunteer program because it provides BPHI with a written or computerized record of information regarding volunteer service, enabling BPHI to evaluate the effectiveness of the volunteer program as well as properly recognize volunteer efforts. Volunteers' work hours are recorded and tracked in VolunteerWorks.

Volunteers performing mandatory service hours must have their Department Supervisor sign the form each time they volunteer or the hours will not be recorded.

BADGE POLICY:

All volunteers must wear a BPHI badge at all times while at the Center. These badges, worn by residents and all staff members (paid and non-paid), assist BPHI in providing a safe and secure environment in which the Center's residents, employees and volunteers live and work.

Personalized volunteer badges with a BPHI volunteer lanyard will be made for those volunteers who are expected to contribute consistent hours to BPHI over an extended period of time. All other individual and group volunteers will be issued generic individual volunteer badges upon their arrival to the Center. These badges should be returned upon departure.

TELEPHONE POLICY:

Personal use of BPHI telephones should be limited to emergency need. No personal long distance calls may be made, except in life or death emergency.

AUTOMOBILE POLICY:

BPHI discourages volunteers from driving their automobiles or allowing them to be used for the purposes of or at the direction of BPHI staff acting in an official capacity.

However, in the event that such driving is necessary or otherwise unavoidable (i.e. emergency situations), volunteers, voluntarily driving at the direction of or for the purposes of BPHI or staff acting in an official manner, must complete entirely and submit to the Volunteer Manager a "Proof of Insurance Release Form" provided by BPHI.

By completing and submitting a "Proof of Insurance Release Form" to BPHI, volunteers are representing to BPHI that they and their vehicle are insured against liability as required by the State of Florida and release BPHI from liability from accidents caused by the volunteer or other drivers.

YOUTH VOLUNTEERS:

To be eligible to volunteer at BPHI, youth volunteers (15 years of age and younger) must have a parental guardian or legal custodian sign the "Permission for Minor" form provided by BPHI. BPHI reserves the right to prohibit youth volunteers from working particular jobs or in particular areas.