

Boundaries and Confidentiality for Volunteers

OUR MISSION

Grounded in unconditional love reflected by our diverse faith communities, we commit ourselves to service with the poor, homeless, and vulnerable. Believing every person deserves to realize their God-given potential, we dedicate ourselves to passionately advocate for a compassionate and just society. Recognizing the dignity and worth of each person, we provide safety, shelter, food, life coaching, and hope.

BOUNDARIES

- Do not share any personal information with any of the guests; such as last name, phone number, email.
- Do not provide transportation for any guests.
- Do not give or loan money, cell phone, jewelry, “gifts of any value” or any personal items to guests.
- Do not wear “expensive” jewelry or clothing when working or volunteering.
- Do not accept any personal items or “gifts” from any of the guests. If any person wants “show a sign of gratitude for the service UCS provides” they may make a donation or volunteer to help others. Receipts for donation are available at the Day Shelter desk.
- Do not date, meet up with, or enter into a personal relationship of any kind with people who are guests/are using the services of UCS.
- Do not engage in any intimate/in appropriate contact with guests.

We refer to the people who use our services as “Guests.”

Some of our guests will tell you incredibly sad stories (and many of them are true) in order to gain your sympathy and convince you to help. Be kind. Listen politely. Make clear that the only help you can offer are the services that are provided here at UCS. Working with people who are homeless and/or near homeless can be challenging, volunteering with UCS will provide many rewarding opportunities for personal and professional growth and reflection.

CONFIDENTIALITY

As a volunteer of United Caring Shelters, Inc., dba United Caring Services (UCS), I understand that any information (written, verbal or by other form) obtained while volunteering must remain confidential. This includes information about guests, families, staff and other associate organizations, as well as any other information otherwise marked or known to be confidential. I understand that any unauthorized release or carelessness in the handling of this confidential information is considered a breach of the duty to maintain confidentiality. I further understand that any breach of the duty to maintain confidentiality could be grounds for discontinuing the volunteer relationship with UCS and/or possible liability in any legal action arising from such breach.

UCS Volunteer Code of Conduct

- As a volunteer of UCS, I agree that my primary responsibility is to be of assistance to the UCS guests and UCS staff.
- As a volunteer, I will use my gifts and talents to provide hospitality, dignity, kindness, patience, trust and support for the guests of UCS in a manner that is beneficial to the guests, the Staff and the Mission of UCS.
- As a volunteer, I will not engage in any, emotional, sexual, provocative, demeaning, harmful, business or financial relationship with any guest or staff member of UCS.

My decision to volunteer at UCS is of my own free will, without coercion or pressure by anyone acting on behalf of UCS. As a UCS volunteer, I understand that I am not entitled to any compensation or benefits in exchange for the time that I donate to UCS. I acknowledge that I do not have any employment relationship with UCS nor do I expect to receive any offer of employment as a result of my volunteer activities.

My volunteer service with UCS is an “At Will” service in which I, at any time, for any reason, may terminate, and I understand that UCS may ask that I cease providing volunteer services for UCS at any time, for any reason, with or without notice.

RELEASE and WAIVER of LIABILITY

I, the volunteer, do hereby release and discharge and hold harmless United Caring Shelters, Inc., dba United Caring Services (UCS), its affiliated organizations and its successors and assigns from any and all liability, claims and demands of whatever kind of nature, either in law or in equity, which arises or may hereafter arise from the volunteer's work for UCS. Volunteer understands that this release discharges UCS from any liability or claim that the volunteer may have against UCS with respect to any bodily injury, personal injury, illness, death or property damage that may result from volunteer's work for UCS, whether caused by the negligence of UCS or its affiliated organizations, officers, directors, employees, agents or otherwise.

Volunteer also understands that UCS does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health or disability insurance, in the event of injury or illness. Volunteer does hereby release and forever discharge UCS from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment or service rendered in connection with the Volunteer's work for UCS.

United Caring Services is committed to providing the best possible working conditions for its volunteers. Part of this commitment is encouraging an open communication atmosphere in which any question, suggestion, problem, perplexing situation, or complaint receives a timely response in a satisfactory manner for all parties involved from UCS program coordinators, administrative staff, and board of directors.

UCS staff and volunteers are expected to treat each other and guests with mutual respect and dignity in accordance with the VISION and MISSION of UCS. If a volunteer encounters a situation or condition which they believe affects them unjustly or inequitably, they should immediately raise their concern with the UCS staff person. If the situation or condition cannot be satisfactorily resolved by the UCS staff person, the volunteer may contact the Director of Programs, Director of Operations, and/or the Executive Director. Should the Executive Director and the volunteer be unable to resolve the issue, the volunteer may contact a UCS Board member. The UCS Board should only be contacted directly when the volunteer feels they have tried multiple times to resolve an issue and have been unsuccessful.

Printed Name: _____ *At least 18 years old? Yes / No*

Volunteer Signature: _____ Today's Date: _____
(Or parent/guardian if volunteer is **under** 18)

Printed Name of Parent/Guardian: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Home # _____ Mobile # _____

(Your/Parent) E-mail: _____

Emergency Contact Information (please print):

Name: _____ Phone: _____

Volunteering with or at the request of a group/org?

Group/Organization Name: _____

YES (circle) -- **I HAVE RECEIVED A COPY OF "UCS Volunteer Code of Conduct"**