

Volunteer Manual



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Welcome to Neighborhood House

As a Neighborhood House volunteer, you become part of a century-old legacy of people coming together to improve their community by helping to provide services to those who need them most: our community's most vulnerable children, families, and seniors. This manual contains information that will help you thrive as a volunteer and aid Neighborhood House in continuing to carry-out its missions and goals.

Mission Statement

Our mission at Neighborhood House is to bring neighbors together to prevent hunger and homelessness and educate both young and old. We strengthen the community by providing resources to support self-reliance, economic independence and dignity.

Core Values

Neighborhood House is committed to offering innovative and high-quality education, anti-poverty and senior support services. Our core strengths are:

- Client-focused services: Every neighbor's different. We reach people where they are to effectively facilitate change.
- Connection: We are connected to our neighbors. When we help people in need, our entire community is strengthened.
- Results: Our programs make a measurable difference in the lives of our clients and in the community.

History

Neighborhood House has been helping the community since 1905 when the National Council of Jewish Women founded it to aid recent immigrants settling in South Portland.

The ideals of the founding members were based on the settlement movement, a progressive reform movement that began in the 1880s. They sought to bring the community together to address the problems caused by waves of immigration during the late 19th and early 20th centuries. Early Neighborhood House programs consisted of vocational training to increase employability of the new immigrants, as well as English language and Americanization classes.

Over the past century, Neighborhood House has adapted and grown and has continued to be the primary provider of an ever-expanding number of support services to those in need in Southwest Portland. In the last several years,

Neighborhood House has grown rapidly, adding new programs and locations throughout the greater Portland area.

Our Programs

Neighborhood House believes that with the right support system, anyone can overcome serious challenges in their everyday lives. As the leading Portland-area non-profit social service provider, we deliver innovative, life-changing programs for low-income people of all ages and backgrounds.

Our dedicated team serves more than 12,000 low-income children, families, and seniors each year across the greater Portland area, representing a diverse mix of ethnicities and cultures, including recent immigrants from Latin America, Africa, Ukraine, and the Middle East.

Our programs strive to prepare children for success in school and life, help families move beyond poverty, and support seniors who wish to continue living independently.

Food Security

Neighborhood House operates the largest Free Food Market on Portland's west side, providing families and individuals in need with healthy food options in a supportive and respectful space. Our Market offers shopping choices both in person and online, with free food deliveries available for clients. Additionally, we offer dietary and cultural options, including vegan, halal, and gluten-free. All food options come from generous donations from supporters, community partners, and our gardens.

Senior Services

At Neighborhood House, we recognize the importance of maintaining personal connections for older adults' physical and mental health. For that reason, Neighborhood House promotes active and healthy lifestyles for seniors and assists them to live independently through our Senior Center. The Senior Center offers various educational, recreational, social, and health improvement activities held both in-person and virtually. Additionally, Neighborhood House provides rides to seniors and people with disabilities for medical appointments, shopping, and other critical needs through our Senior Transportation Program, which allows seniors and people with disabilities the assistance they need to thrive independently.

Housing and Community Health

Neighborhood House provides aid to families and individuals to assist in their transition from homelessness to permanent affordable housing. Our Community Health Workers provide critical wraparound supportive services to assist individuals in developing life skills needed to maintain permanent housing and employment, such as job training programs, health insurance enrollment, utility assistance, and much more.

Small Business Development

Through our Child Care Improvement Project and the Oregon Child Care Alliance, Neighborhood House helps develop and grow small childcare businesses to improve the quality of care and increase wealth-building within families. The Child Care Improvement Project helps develop at-home childcare businesses across Multnomah County to give working families more quality care choices in their neighborhoods. The Oregon Child Care Alliance supports licensed childcare programs state-wide in growing their business, connecting with other providers, and streamlining business tasks to save time and increase revenue.

Youth Programs

Neighborhood House's School Age program is a leading area provider of educational support and after-school programming. Serving youths ages 5-12 and their families, the school-age program is offered at Boise-Eliot, Martin Luther King, Jr., Chief Joseph, and Sabin Elementary schools. The program provides a safe, fun, and enriching place for working families' children before, after, and during school holidays. Additionally, we offer extra academic and/or social-emotional support for students at Stephens Creek Crossing through the Connect Program. The program is located on-site at the housing complex and offers STEAM-focused activities and field trips to create a supportive environment for students and their families.

Parenting Programs

Through the Parenting Program, Neighborhood House assists parents in enhancing their parenting skills to better support their children's development and education. Our program fosters an inclusive environment, valuing diverse backgrounds, and provides a wide selection of culturally and developmentally appropriate services for families with children ages 0-6.

Early Childhood Education Programs

Integrated with the free food market, parenting program, and other areas of neighborhood houses, the Head Start program equips young families with the tools they need to thrive in the 21st century. By emphasizing the parent as the child's primary educator, the program teaches parents how to incorporate classroom learning into their child's life.

The program has various options for child-led learning:

- Home-based Early Head Start for ages 0-3
- Center-based Early Head Start for ages 0-3 (full-day)
- Center-based Head Start for ages 3-4 (part-day)

Volunteer Roles and Opportunities

Neighborhood House's various programs rely on the work of our volunteers throughout different areas of our programs. Volunteers assist with anything from translation support to delivery assistance. Below, you will find the various volunteer positions that help Neighborhood House's programs operate day-to-day.

Drivers

Neighborhood House relies on driver volunteers throughout various programs. As a driver, you would assist with escorting seniors and disabled persons to medical and personal appointments, recreational trips, and errands such as shopping. In addition to assisting seniors and disabled persons, drivers assist with deliveries of Free Food Market orders to customers and picking up donations from various locations. To assure your safety as a volunteer and the safety of our clients and staff, Neighborhood House prohibits the use of cell phones while driving. All driver volunteers must also complete a background check and shadowing. On some occasions, we ask volunteers to utilize their own vehicles.

Free Food Market

Our Free Food Market program relies on volunteers to assist with sorting, re-stocking, unloading, and working with clients. As a Free Food Market volunteer, you would also assist with preparing large bulk deliveries for our clients. Additionally, as a Food Market volunteer, you can assist with donation pick-up and deliveries of food packages to clients.

Gardens & Scattered Garden

Neighborhood House runs a small garden that grows nearly 1,500 lbs of fresh vegetables yearly, which are harvested and distributed through the Free Food Market. The garden is run by volunteers who assist with the planting, maintaining, and harvesting of crops. Garden volunteers will also assist with mowing the areas around the garden and can provide seeds and plant starters for the Garden and Scattered Garden. Our scattered garden program offers various plants for volunteers to take home and grow. Volunteers are then welcome to bring any extra produce to our Free Food Market, where we will distribute the harvest to our clients.

Senior Center

Our senior center relies on volunteers to assist in the kitchen, resale shop, interacting with members, and general upkeep of the facilities. The senior center is a space where seniors can maintain a personal connection with those around them, as such, volunteers are welcome to host classes and activities for the seniors. Some of our more popular classes and activities include yoga and Mahjong. All senior center volunteers must complete a background check before volunteering.

Housing Services

Our housing program site provide a sense of community to individuals in need. Volunteers often assist with general upkeep of the external facilities which includes mowing, raking, pruning, weeding, mulching and pressure washing. Volunteers also assist with planting, maintaining, and harvesting the small garden within the site.

Youth & Childhood Education

Volunteers in this area work with students participating in our Headstart and School Age programs. Volunteers can bring activities to the classroom, teach the students about an area of expertise, assist teachers during camps, assist in family engagement events, collaborate in creating educational components, and much more. Those interested are able to volunteer in any of our Headstart and School age locations. First aid or bilingual skills are encouraged but not required to volunteer in this area. Additionally, all volunteers must complete a background check before they are able to interact with the students.

Language Translation

Neighborhood House provides assistance to individuals, families, and students from various backgrounds. As such, we often rely on the assistance of volunteers with bilingual or multilingual skills. Language translation volunteers assist across all of our programs and help Neighborhood House better assist clients by removing the language barrier.

Confidentiality Policy

The ability of Neighborhood House to provide confidential services to individuals and families is essential to maintaining the privacy and dignity of our clients, and to maintaining the trust of our organization within the community.

All Neighborhood House client information, including names, client records, contact information, and services provided, is considered strictly confidential. Under no circumstance is any client information to be shared, discussed, published or otherwise made available to an individual or organization outside of Neighborhood House. Client information should be shared with Neighborhood House staff only to the extent necessary to assist in providing services for the client. This client information should be directed to your Supervisor.

Human Dignity Policy

Neighborhood House is committed to an environment free of unlawful harassment, including sexual harassment, and intimidation. No volunteer will be subject to harassment based on race, gender, national origin, religion, age, disability, sexual orientation, or any other protected status. Harassment is strictly against Neighborhood House's policies and will not be permitted. Examples of conduct that may give rise to unlawful sexual harassment include verbal behaviors such as jokes, comments or suggestions of a sexual nature; non-verbal behaviors including suggestive looks, leers or hand gestures; physical behavior such as physically touching another person's body, including pats and squeezes.

Any volunteer who believes he or she has been subjected to any kind of harassment or has otherwise observed a violation of this section of the Handbook should report the circumstances immediately to his or her supervisor or the Executive Director.

After a report of harassment has been made, the report will be promptly investigated by the Executive Director or his or her designee.

Violence Free Workplace Policy

Neighborhood House is committed to providing and maintaining an environment free from violence or the threat of violence. Violence or the threat of violence in any form will not be tolerated, and in addition to resulting in possible disciplinary action up to and including discharge, may be reported to law enforcement officials for criminal prosecution.

Violence includes any action directed toward a person or property with the intent of causing harm or damage. Any employee, volunteer, client, or other person who brings a weapon into an agency owned or leased facility, otherwise onto agency owned or leased property, or to an agency activity will be asked to leave immediately. Persons who fail to leave under these circumstances may be reported to law enforcement officials for criminal prosecution. Public law enforcement officers are exempt from this provision.

Weapons include any firearm or other device, instrument, material, or substance, which under the circumstances in which it is used, attempted to be used, or threatened to be used, is capable of causing death or physical injury, or damage to property.

A volunteer shall immediately notify his or her supervisor or the Executive Director if the volunteer is subject to or otherwise becomes aware of any violence or threat of violence occurring on agency owned or leased property or during any agency activity. This includes violence or a threat of violence made by or to any other employee, volunteer, client, or member of the general public. If a volunteer becomes aware of any weapon on or in any agency owned or leased facility or other property, the volunteer shall immediately inform his or her supervisor, the person in charge of the facility, or the Executive Director. A member of agency management or the person in charge of the facility should remove the weapon from the premises safely. If an volunteer is threatened with violence by another employee, a volunteer, a client, or a member of the general public, he/she should terminate the interaction as soon as it is safe to do so and notify his/her supervisor or the Executive Director. After a report of violence or threatened violence has been made, the report will be promptly investigated by the Executive Director or his or her designee.

Alcohol and Drug Free Atmosphere

People under the influence of alcohol or illegal drugs while performing the duties of a volunteer may pose serious safety and health risks not only to themselves, but also to everyone around them. To help insure a safe, healthy and productive environment for its employees, volunteers and clients, Neighborhood House must insist upon an alcohol and drug-free workplace. Therefore, the manufacture, distribution,

dispensation, attempted or actual sale, purchase, possession, consumption or use of alcohol or illegal drugs by any volunteer while on property where Neighborhood House conducts its business activities, or while performing assigned duties off of Neighborhood House property, is prohibited.

The term "illegal drugs" includes any drug which is not legally obtainable, or which is legally obtainable but has not been legally obtained. The term includes prescribed drugs not legally obtained and prescribed drugs not used as instructed by a physician or the drug manufacturer. The term "use" includes being under the influence of alcohol or drugs. A volunteer is under the influence of alcohol or drugs when the volunteer's behavior or performance is affected by alcohol or a drug, or the combination of both, in any detectable manner. If a volunteer is undergoing prescribed medical treatment with a prescription drug which may cause drowsiness, dizziness, vision impairment, slurred speech, or lack of balance, or which may have an adverse impact on a volunteer's ability to work safely, or which may otherwise affect their performance, the volunteer should report the treatment to his or her supervisor. It may be necessary for Neighborhood House to change the volunteer's assignment while the undergoing treatment with prescription medication. Volunteers violating any provision of the handbook may also be subject to immediate dismissal.

Insurance Coverage

While acting as a volunteer for Neighborhood House, volunteers are covered for liability, bodily injury and property damage caused to others. If a volunteer is hurt, the volunteer is responsible for his or her own medical care. Volunteers are not covered by Worker's Compensation insurance.

In addition to operating agency owned vehicles, there are occasions when volunteers could be using their own vehicles in the course of volunteer work. Should an accident occur and the volunteer is alleged to be negligent, both the agency and the employee or volunteer could be named in a law suit. The agency's automobile insurance coverage is primarily designed to protect the agency. Under most circumstances, protection is also afforded to the volunteer. However, on other occasions, there may not be insurance protection for the volunteer.

All volunteers of Neighborhood House need to be aware of the following:

If a volunteer, within the scope of his or her volunteer work, operates a vehicle owned and insured by the agency, the agency and the volunteer are protected by the policy. Volunteers' driving records are screened when they begin volunteering. Any volunteer who has demonstrated a history of poor driving will not be

allowed to operate an agency-owned vehicle until the agency's insurance company has determined otherwise. The volunteer's manager will be notified about both sets of circumstances.

If a volunteer is operating his or her own vehicle within the scope of his or her volunteer work, the agency and the volunteer would be protected first by the volunteer's insurance. The agency's insurance policy would protect the agency and the volunteer for amounts in excess of the volunteer's insurance. Generally speaking, use of a volunteer's personal vehicle for performing agency work is discouraged. It is advised that volunteers using their personal vehicles in this regard assume a minimum limit of liability protection of \$500,000. Proof of personal automobile insurance must be provided if the volunteer uses his/her personal vehicle.

Those volunteers with such poor driving records that they have been disallowed from using agency vehicles are not to use their personal vehicles to perform any work on behalf of the agency as this would constitute a blatant act of negligence.

Under no circumstances, during the scope of the volunteer's work, should a volunteer other than an approved Senior Center or Mentoring volunteer transport agency clients or other volunteers in his or her personal vehicle; the employee or volunteer and their insurance provider assume all liability if this rule is violated.

Under no circumstance is a volunteer to operate an agency-owned vehicle outside the scope of his or her volunteer work or for personal purposes.

No coverage is provided under the agency's insurance policy for damage to the volunteer's vehicle under any circumstances.

Volunteer Benefits and Recognition

Volunteers play a very important role in all Neighborhood House programs, and without their generous support many of our programs would not be possible.

There is no monetary compensation or any employee benefits for volunteer services performed. Expense reimbursement, however, may be provided in exceptional circumstances with prior authorization. Volunteer appreciation is program-specific and differs from program to program.

Disciplinary Procedures and Volunteer Termination

Neighborhood House's approach to volunteer relations is founded on the belief that everyone deserves the full respect and trust of Neighborhood House and their fellow volunteers. We rely on the integrity and good judgment of all to observe ethical, professional and legal considerations when dealing with Neighborhood House staff, fellow volunteers, clients and partners.

Volunteers should conduct themselves in an acceptable manner, in accordance with the operating principles of Neighborhood House. All volunteers are expected to perform the service assigned to them in a manner that meets Neighborhood House standards, and to make every effort to maintain good relations with clients and fellow volunteers.

If it is deemed that a volunteer's conduct or job performance has become unacceptable, at the Executive Director's discretion, Neighborhood House may take what disciplinary action it believes appropriate, including termination of volunteer status.

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Social Media Policy

At Neighborhood House, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects volunteers, customers, agency partners, suppliers, people who work on behalf of Neighborhood House or Neighborhood House's legitimate operational interests may result in disciplinary action up to and including termination. If you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, employees, volunteers, agency partners, or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts

that could Social Media Policy contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Always be fair and courteous to fellow employees, volunteers, families, customers, agency partners, suppliers or people who work on behalf of Neighborhood House. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your coworkers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, employees, volunteers, agency partners, or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Neighborhood House, fellow employees, volunteers, agency partners, customers, suppliers, people working on behalf of Neighborhood House or competitors.

Your contributions are vital to the sustainability of our programs! We are truly a collective of neighbors helping neighbors help themselves. Thank you for your interest in providing valued volunteer support to Neighborhood House, and thank you for being a caring community partner.

