

Standards of Conduct PAC & Volunteers

Expectations of Volunteers

- HALO chooses as volunteers mature persons who are of good character and have an interest in responding to the needs of homeless people. Youth and children may volunteer under the direction and supervision of an adult. Volunteers are expected to be reliable in the performance of their volunteer duties.
- Attendance is expected to be dependable and punctual. If you are unable to report to volunteer or if you will arrive late, please contact the volunteer coordinator immediately. Give him/her as much time as possible to arrange someone to cover your position.
- Volunteers are expected to sign the attendance log in order to keep an accurate account of their volunteer contribution to the agency.
- Volunteers will show respect for the clients, staff and fellow workers and will model appropriate cultural behavior. They will be supportive rather than critical.
- Volunteers who are ill and may be contagious should cancel their assignment.
- Volunteers should not cash checks, loan or borrow money or give legal or medical advice. They may refer the client to supervisory staff for appropriate resources.
- Volunteers should not give out their personal information to the clients.
- Volunteers should not give or receive personal gifts to or from the clients.
- Volunteers should not buy or sell items to the clients.
- Volunteers should not smoke on the premises. For those who smoke, there is an appropriate outdoor area to take a short break.
- Volunteers should maintain clean personal hygiene. This includes hair (facial hair). You should be well groomed at all times. Clothing must be clean and neat in appearance, and void of rips, holes, etc. (Casual) In addition clothing must not have any offensive or derogatory language affixed to it in any manner. Short skirts, short shorts, or hats are not to be worn.
- Volunteers may not take items from shelter without approval first. Fill out a request and it must be signed by Shelter Operations Manager or Executive Director.
- Volunteers may eat/take a break if you are scheduled to volunteer 4 or more hours that day