



Department of Volunteer Services
Handbook for Volunteers

Sixth Edition

One is not born into the world not to do everything, but to do something. *-Henry David Thoreau*

The Bridge Home

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The mission of Transition Projects is to serve people's basic needs as they transition from homelessness to housing.

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Welcome to our Volunteer Team

The Board of Directors, management, and staff of Transition Projects welcome you to our agency.

We consider you an important member of our team. Your support assists us in providing the finest possible care and services for the clients of this agency—more than 9,000 each year. You are a valued resource, and we hope your volunteer commitment is a rewarding experience.

This handbook is for your information and reference. As a member of our volunteer team, it is important that you have an understanding of the policies and procedures of Transition Projects, Inc. Please read it carefully. The handbook is not all-inclusive. Its material is subject to change.

If you have any questions concerning its content, please see your supervisor or myself for clarification. If there is anything we can do to make your volunteer experience more successful, please let us know.

Thank you for supporting the work of Transition Projects.

Sincerely,

Emily Coleman
Volunteer Coordinator

Volunteer Services & Shelter Contact Information

Volunteer Coordinator

18 NE 11th Ave.
Portland, OR 97232
(503) 823-4926, x4
(503) 823-4939, fax
volunteer@tprojects.org

Development Director

475 NW Glisan Street
Portland, OR 97209
(503) 823-4930, x205
(503) 823-4940, fax
donate@tprojects.org

Dr. Rodney Glisan Center

475 NW Glisan St.
Portland, OR 97209
(503) 823-4930, phone
(503) 823-4934, shelter phone
(503) 823-4940, fax

The Clark Center

1431 SE Martin Luther King Jr Blvd.
Portland, OR 97214
(503) 823-5845, phone
(503) 823-5853, fax

Jean's Place (JP)

18 NE 11th Ave.
Portland, OR 97232
(503) 823-4926
(503) 823-4939

Mission Statement

The mission of Transition Projects is to serve people's basic needs as they transition from homelessness to housing.

Core Values

Compassion/Caring. We care about our community, especially those individuals who are homeless or at risk of homelessness.

Acceptance/Respect for Others. We accept people as they are and respect their differences as well as their shared characteristics and needs.

Responsibility/Awareness. We have a responsibility to know what is happening in our community and how it affects individual members.

Action for Change/Service. We will act to make our community a better place for homeless and at-risk individuals.

All Basic Needs Met. We believe in social equity--that everyone, regardless of individual circumstances, should have basic needs for food, shelter and safety met.

Program Overview

Transition Projects, Inc. (TPI), the largest provider of shelter and services to homeless single adults in the Portland metropolitan area, has been serving Portland's homeless since 1969. We serve more than 9,000 persons annually.

Community Service Center (CSC)

The CSC provides resource information and a variety of services to anyone in the community. At the CSC, individuals can access shelter waiting lists, receive information and referrals, as well as, receive showers, clothing, food box vouchers, housing assistance, verification of homelessness, ID assistance, a mailing address and a voicemail box.

Glisan Center

The Glisan Center, a 90-bed transitional facility, is one option for homeless men committed to working toward achieving permanent housing. The Glisan Center offers a safe and secure place to stay, nightly meals, individualized case management, employment screening and counseling, and access to other programs and services. Men can stay at Glisan for up to 4 months.

Clark Center

The Clark Center, like the Glisan Center, is a 90-bed transitional facility, located in southeast Portland. In addition to individualized case management, employment screening and counseling, Clark Center residents have access to a computer resource center, as well as a variety of classes and workshops. Men can stay at the Clark Center for up to 4 months.

Clark Center Annex

The Clark Center Annex provides 22 units of permanent supportive housing to formerly homeless men.

Jean's Place

Jean's place offers a comprehensive 3-level program and advocacy to 55 women. Level One offers basic shelter and case management. Level Two provides dormitory living, continued case management, and access to classes and workshops. Level Three adds leasing options for a private room, where residents can build healthy rental histories for nominal rent payments (no payments if residents do not have an income.)

Barbara Maher Building

The Barbara Maher Building is a 32-unit permanent housing facility for women in recovery. Located in North Portland, the Barbara Maher offers supervised alcohol and drug-free housing, community events, and access to supportive services.

Life Skills Program

Residents of Transition Projects have access to a wide array of life skills programs including employment and education centers, budgeting and Ready to Rent workshops, cooking and nutrition classes, gardening workshops and health resources, among others.

Volunteer Staff Bill of Rights and Code of Responsibility

Code of Responsibility

Bill of Rights

Be Sure: Know that you really want to help other people. Know your own limits.

Be Convinced: Do not offer your services unless you believe in the value of what you are doing.

Accept the Rule: Respect confidences. Don't criticize what you don't understand; There may be a good reason.

Speak Up: Ask about things you don't understand. Don't coddle your doubts and frustrations until they drive you away, or turn you into a problem volunteer.

Be Willing to Learn: Training is essential to any job well done. Prepare for each work assignment.

Keep on Learning: Know all you can about the agency and your assignment.

Welcome Supervision: Consult with supervisor when unclear on policy or action. You will do a better job and enjoy it more if you are doing what is expected of you.

Be Dependable: Your work is your bond. Do what you have agreed to do. Don't make promises you can't (or won't) keep.

Be a Team Player: Find a place for yourself ON THE TEAM. The lone operator is out of place in today's complex community. Give constructive feedback that will improve effectiveness.

The right to be treated as a co-worker, not just free help, and not as a *prima donna*.

The right to a suitable assignment with consideration for personal preference, temperament, life experience, education and employment background.

The right to know as much about the agency as possible—its policies, its people, its programs.

The right to be trusted with necessary confidential information.

The right to expect that your tasks will have been planned for.

The right to continuing education on the job as follow-up to initial training, information about new developments, and training for greater responsibility.

The right to sound guidance and direction by someone who is experienced, patient, well-informed and who has the time to invest in giving guidance.

The right to be heard, to have a part in planning, to feel free to make suggestions, to have respect shown for an honest opinion.

The right to recognition in the form of day-by-day expressions of appreciation, being treated as a *bona fide* co-worker, and written acknowledgment as requested.

Volunteer Service Conduct & Confidentiality Contract

Terms of Service: I understand that in volunteering with Transition Projects, Inc. I have agreed to perform services without financial compensation and without expectation of a paid position in the future.

Professional Boundaries: I understand that the staff of Transition Projects strives to interact with clients in a way that promotes their independence and self-sufficiency. Toward that end, it is imperative that all volunteers maintain professional boundaries with clients that do not foster dependent relationships.

In addition, I understand that during my volunteer work with Transition Projects, I may come in contact with clients who are in stressful circumstances. In order to assist in providing these clients with a safe, professional, positive, and comfortable atmosphere, I agree to abide by the following guidelines:

- I will interact with clients in a respectful and sensitive way.
- I will immediately share any information about a client that causes me concern with my volunteer supervisor or the client's Case Manager. Additionally, I will let my volunteer supervisor or the Volunteer Coordinator know if I have any problem with a client.
- I will remember that many of Transition Projects' clients have learned to survive in very rough situations. This means that some clients may try to manipulate one staff person against another. I will take the clients' needs seriously, but maintain professional boundaries.
- I will not take clients home for any reason.
- I will not become romantically or sexually involved with a client.
- I will not lend or give money to a client, no matter what reason the client gives for needing it. I will instead refer them to their Case Manager.
- I will not transport a client in my car.
- I will not give out my phone number or address to clients.
- I will not arrange to meet current clients at locations other than Transition Projects facilities.
- I will not refer clients to services or advise clients about how to resolve problems unless I am absolutely certain that the advice I am giving is in compliance with the client's case management plan.
- I will not come to work under the influence of alcohol or other drugs; even if I have had just one drink, the smell of alcohol could seriously jeopardize the sobriety of a client in early recovery.
- I will not release any information about a client over the phone—not even to confirm whether a client is or is not staying at the shelters or participating.
- Adults must supervise youth volunteers under the age of 18 at all times.

Confidentiality

Transition Projects touches the lives of many people. It is our legal and ethical responsibility to expect all staff members, both paid and volunteer, to hold in confidence all personal information which they receive while working at Transition Projects.

In order to facilitate confidentiality, Transition Projects requires that the following policies are strictly adhered to:

- All files, charts, notes, and other written materials concerning clients or former clients will be secured when not in use.
- Discussions concerning clients or former clients may not be conducted in public areas.
- No information about clients or former clients will be discussed with families, friends, or others outside of Transition Projects.
- No information, written or verbal, will be shared with other agencies or professional, or anyone outside the agency.
- Access to client files must be approved by the Case Manager or the supervisor of the program for which you are working.
- I will not conduct surveys of residents without the prior approval of the Volunteer Coordinator.

- The personal information of employees, interns and volunteers of Transition Projects, Inc. will receive the same respect and be subject to the same code of ethics and rules as that of clients. Only the Development Director or the Volunteer Coordinator will release information regarding your volunteer status at Transition Projects, Inc.

Attendance and Reliability

When you make the decision to volunteer at Transition Projects, we depend on you to follow through with your service commitment.

As a volunteer, you agree to abide by the following guidelines:

- Be reliable in reporting to your volunteer duty. If you cannot attend, contact your direct supervisor or the volunteer coordinator as soon as possible.
- Track your volunteer hours by signing in before and signing out after each volunteer shift.
- Give your direct supervisor or the volunteer coordinator appropriate notice when you need to end your service commitment.

I have read and understood these policies and agree to follow them. If a problem or question about them arises, I will bring it to the attention of my supervisor or the Volunteer Coordinator immediately.

Printed name

Signature of volunteer or parent/guardian

Date _____

The Volunteer Basics

As a volunteer of Transition Projects, you are a very important part of the work that we do. Both the volunteer and the agency commit to certain expectations, as indicated below, to assure safety, equity and reliability.

Accidents

There is no such thing as an unimportant accident. Any accident is a danger signal that an unsafe condition or working habit exists. Report any accident or incident to the department employee manager, or team member immediately. Your prompt action may help save someone from painful or serious injury.

Attendance

You are a very important part of our team. The staff and clientele really depend upon you. Please let us know as soon as possible if you will not be able to make your scheduled volunteer shift.

Body Mechanics

Volunteers do not usually become involved in lifting heavy items. If you are asked to move an object and are uncertain about your ability to move the object, please refrain from carrying out the task.

Please keep the following in mind:

- Most back injuries results from improper lifting. According to the principles of biomechanics, the worst lifting situation occurs when the body is extended over the load. Also, twisting in the position invites injury. Keep your back upright to shift weight on the powerful leg muscle and reduce the lever effect.
- Get a firm footing. Keep your feet apart for a stable base; point toes out.
- **Bend your knees.** Don't bend at the waist. Keep the principles of leverage in mind at all times. Don't do more than you have to.
- Tighten stomach muscles. Abdominal muscles support your spine when you lift, offsetting the force of the load. Train muscle groups to work together.
- Lift with your legs.
- Keep loads close. Don't hold them away from your body.
- Keep your back upright and avoid twisting.

Change of Name or Address

Please notify the department of Volunteer Services whenever you change your name, address, telephone, or emergency contact information. The department endeavors to keep records as current as possible.

Complaints

If a client or visitor complains about something, don't argue or offer excuses; simply say, "I'm sorry you have had difficulty. I will report that to the proper person" and do so. There are grievance forms available at all agency locations for client use, and you should also direct

clients to them. If the complaint needs to be heard immediately by someone in authority, contact your supervisor or any member of the Management Team.

If you, the volunteer, have a complaint or problem, report it immediately to the Volunteer Coordinator.

Be a team player. Complaints are sometimes used as subjects for gossip. Be a professional. Direct your concerns to the Volunteer Coordinator, or the Development Director.

Confidential Information

Information concerning the care of a client is always personal in nature and, therefore, any information about her/his condition, care, treatment or personal data is absolutely confidential and must not be discussed with anyone other than those directly responsible for her/his care and treatment. **Only designated employees of the agency may release information about clients** including acknowledging whether a client receives services/lives at Transition Projects. Unauthorized release of information about clients, due to carelessness or thoughtlessness, is unethical. We urge you to be discreet in your conversations.

Information about agency business and its employees is also of a confidential nature and must not be discussed with unauthorized persons.

A violation of confidential information is a violation of agency ethics. A volunteer may be dismissed immediately by the Development Director or the Volunteer Coordinator for such a violation.

Counseling

Should a volunteer have work performance problems, inappropriate placement, unsatisfactory behavior or violation of agency or departmental policies and procedures, the Director of Volunteers, the Volunteer Coordinator, or her/his designee may need to counsel the volunteer.

Disregard of agency policies by a volunteer such as theft, drinking while on duty, using or being under the influence of controlled substance, inappropriate behavior, etc., may require instant dismissal by the Development Director or the Volunteer Coordinator.

Definition of "Volunteer"

A "volunteer" is anyone who without compensation or expectation of compensation beyond reimbursement performs a task of and on behalf of the agency. A "volunteer" must be officially accepted and enrolled by the agency prior to performance of the task. Unless specifically stated, volunteers shall not be considered as "employees" of the agency.

Drug and Alcohol Use

Transition Projects, Inc. prohibits the unlawful use, possession, transport, promotion or sale of drugs, drug paraphernalia, or look-alike (simulated) drugs, or the use of alcoholic beverages, at any time when on agency property or elsewhere while on duty. Volunteers may not report to their shift under the influence of any drug, alcoholic beverage, intoxicant or other substance (including legally prescribed drugs and medicines) that affects the ability to work safely and efficiently. Volunteers may not report to their shift if there is a residual smell of alcohol or illegal drugs on their person.

Please do not wear any clothing that advertises alcohol or illegal drugs.

Employment Opportunities

From time to time, a volunteer might assume that volunteering will ensure employment at Transition Projects. Although volunteering may develop skills and general knowledge applicable to employment, volunteering cannot ensure a person will be eligible for employment nor does it make one automatically considered. Transition Projects, Inc. is an equal opportunity employer. All employment matters are handled through the Human Resources department. We encourage you to apply for positions as they become available.

Equal Opportunity

It is the policy of our Volunteer Services department to accept volunteers on the basis of merit, qualifications and competence. This applies to all categories of volunteering. No aspect of volunteering shall be influenced by race, color, national origin, religion, sex, sexual orientation or qualified physical or mental handicap. Acceptance decisions will be made solely upon the basis of individual qualifications as related to the requirements of the position to be filled.

Gifts

Neither volunteers nor staff may accept gifts from clients or agency donors. All donations should be made directly to the agency.

Please do not give clients gifts at any time, for any reason.

On-the-Job Training

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

Professional Services

Volunteers shall not perform professional services for which certification or licensing is required unless certified or licensed to do so. The Department of Volunteer Services will maintain copies of such certification.

Service at the Discretion of the Agency

The agency accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. Volunteers agree that the agency may at any time, for whatever reason, decide to terminate the volunteer's relationship with the agency.

The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the agency. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

Sign-in Procedure

1. Volunteers must sign-in when they report for duty.
2. Volunteers must sign-out when they complete their assignment.
3. The sign-in books are in designated locations in each building; ask your supervisor where the book is at your location.

Smoking

Transition Projects, Inc. prohibits smoking throughout most of its facilities. There are designated smoking rooms or patios at all facilities for clients, however, we ask that you not use these areas. Your supervisor will help you find an appropriate place to smoke if necessary.

Solicitation/Distribution

To avoid disruption in the operation of the agency or interference with client care, Transition Projects, Inc. prohibits persons to solicit or distribute unauthorized literature on agency grounds at any time for any purpose. Special exceptions may be made for research gathering for academic purposes; such exceptions shall be made by the Development Director, in consultation with the shelter managers and the case management staff.

Special Case Volunteers

The agency also accepts as volunteers those participating in student community service activities, student intern projects, alternative sentencing or diversion programs, corporate volunteer programs, and other volunteer referral programs. In each of these cases, however, a special agreement must be in effect with the organization, school or program from whence the special case volunteers originate and must identify responsibility for management and care of the volunteers.

Transfers

Volunteers may request a transfer of assignment from the Volunteer Services office. Should a department request a transfer of a volunteer, the department manager will contact the Volunteer Coordinator.

Youth Volunteers

Transition Projects welcomes youth volunteers. To maintain a safe and secure atmosphere for everyone, some guidelines must be followed. Adults must supervise youth volunteers under the age of 18 at all times. Youth may not walk around the facilities unattended, nor may they have unsupervised conversations with residents. Transition Projects requires a minimum adult-to-youth supervision ratio of 3:1. Youth Group volunteers are required to sign off on our Youth Guidelines upon beginning their service.

Aggression Management

The following table provides some guidelines for dealing with aggressive behavior. When interacting with human beings who may be under stress, it is important to be able to recognize and deal with aggressive behavior.

| <u>Aggression Management – Tips for Safety</u> | |
|---|--|
| <p>DO:</p> <ol style="list-style-type: none"> 1. Continually monitor your own status. 2. Project a calm, confident feeling. 3. Accept their statements as genuine expressions of their feelings. 4. Talk with the subject. Be matter of fact. 5. Stay close to them and observe their mood. | <p>DON'T</p> <ol style="list-style-type: none"> 1. Appear bossy/arrogant/or expect an attack. 2. Try to “stare him down.” 3. Turn your back or leave. 4. Argue or make unnecessary demands. 5. Crowd the person. |
| <p>Aggression follows this continuum:</p> <div style="display: flex; justify-content: space-around; align-items: center; text-align: center;"> Calm Agitated Verbally hostile Verbally Threatening </div> <div style="display: flex; justify-content: space-around; align-items: center; text-align: center; margin-top: 10px;"> Physically Threatening Violence </div> | |

Volunteer Policies

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|---|--------------------------------|
| <i>Policy Title: Alcohol and Drugs</i> | |
| ISSUE DATE: 3/23/01 | APPROVED: Development Director |
| <p>POLICY: Transition Projects, Inc. prohibits the use and/or abuse of drugs and alcohol in the workplace. It codifies current practice and is consistent with the requirements of the federal Drug-Free Workplace Act of 1988 and provides safe, reliable and timely social services and a safe work environment.</p> <p>All employees are expected to abide by the terms of this policy as a condition of employment. Any employee/volunteer who is found to have violated its prohibitions is subject to disciplinary action, including suspension and/or discharge.</p> | |
| <p>PROCEDURE: Consumption, use, possession, transfer, manufacture, solicitation, attempted or actual sale, purchase, distribution, or dispensation of illegal drugs on Transition Projects' premises is prohibited.</p> <p>Consumption or use of alcohol, or possession or transfer of open containers of alcohol, on Transition Projects' premises is prohibited.</p> <p>Being under the influence or giving the appearance of being under the influence of illegal drugs or alcohol while on Transition Projects' premises or conducting agency business is prohibited.</p> <p>Participation or acquiescence in any of the actions mentioned above is prohibited.</p> | |

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| <i>Policy Title: Employee Volunteering</i> | |
| ISSUE DATE: 3/23/01 | APPROVED: Development Director |
| REVISED DATE: 5/5/04 | |
| <p>POLICY:</p> <ol style="list-style-type: none"> a) Acceptance of any employee for volunteer service at this agency will be contingent upon the employee's ability to meet the requirements of the volunteer services program. b) Qualified employees may volunteer after working hours provided the volunteer positions they seek are in areas other than the ones in which they are employed. c) Former employees or members of the Board of Directors of this agency may volunteer at Transition Projects. However, the areas to which they are assigned must be at the discretion of the agency. | |
| <p>PROCEDURE: Employees or former employees wishing to volunteer should apply to the Volunteer Coordinator, who will consult with the Development Director.</p> | |

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| <i>Policy Title: Former Clients as Volunteers</i> | |
| ISSUE DATE: 3/23/01 | APPROVED: Development Director |
| REVISED DATE: 5/5/04 | |
| <p>POLICY: Former clients of Transition Projects, Inc. shall be eligible to volunteer with the agency after a period of 6 months after they have discontinued receiving all services from the agency (including, but not limited to, use of the agency as a mailing address, rental assistance, shelter stay, case management services, food boxes, clothing assistance, services of the Women's Education and Employment Center, or showers).</p> | |
| <p>PROCEDURE: Any former client of Transition Projects, Inc. wishing to volunteer shall meet with the Volunteer Coordinator for an interview and screening. The decision to place former clients is at the discretion of the Volunteer Coordinator.</p> <p>Former clients of Transition Projects, Inc. shall not provide direct services to clients for a period of at least 1 year after they have discontinued receiving all services from the agency. The Volunteer Coordinator and the volunteer's supervisor shall meet after a period of one year to determine whether the volunteer may provide direct services.</p> <p>Former clients of Transition Projects, Inc. shall not have access to confidential information (including, but not limited to, telephone messages, case files, shelter computer data or shelter logs) for a period of at least 2 years after they have discontinued receiving all services from the agency. The Development Director and the volunteer's supervisor shall meet after a period of two years to determine whether the volunteer may have access to confidential information as needed by volunteer projects.</p> | |

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| <i>Policy Title: Grievance</i> | |
| ISSUE DATE: 3/23/01 | APPROVED: Development Director |
| REVISED DATE: 5/5/04 | |

POLICY: It is the policy of Transition Projects, Inc. that volunteers receive fair and equitable treatment and be provided with a means of appeal and review of work problems. If a volunteer is unable to resolve, on an informal basis, a problem related to discrimination, counseling and discipline, termination or department policy/procedure, the following procedures are available.

PROCEDURE:

First Step

The volunteer having a grievance or complain must present it to the Volunteer Coordinator within ten (10) working days of the infraction. If the problem is not satisfactorily resolved, the volunteer may take the next step.

Second Step

The volunteer, within three (3) working days of the first step, may request a hearing with the Development Director and, if appropriate, another staff member as agreed upon by the director and the volunteer. The issue will be discussed, appropriate actions will be reviewed and parties will attempt to reach resolution. A complete report will be written and signed by the director and the volunteer involved. If this step does not satisfactorily resolve the grievance, the volunteer may request a hearing with the Executive Director.

Policy Title: Harassment

ISSUE DATE: 3/23/01

APPROVED: Development Director

REVISED DATE: 5/5/04

POLICY: Acts of discrimination and harassment of any kind are illegal and will not be tolerated at Transition Projects, Inc. Claims of discrimination and harassment will be investigated. Ultimately, Transition Projects, Inc. desires to deter harassment and discrimination of any kind in the workplace.

Sexual harassment in employment violates the provisions of the Fair Employment and Housing Act, specifically Government Code sections 12940(a), (h) and (i). Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior which may include but are not limited to:

- Unwanted sexual advances.
- Offering benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct: leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoon or posters.
- Verbal conduct: making or using derogatory comments, epithets, slurs and jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations.
- Physical conduct: touching, assault, impeding or blocking movement.

Transition Projects does not tolerate harassment. In the case of harassment, corrective action cannot be taken unless the proper people have been informed. For all individuals who may be involved in an incident, a very firm and protective policy is in effect to be dealt with according to policy and federal/state law. Any volunteer who feels mistreated in this manner is urged to contact the Volunteer Coordinator immediately for assistance. Any volunteer who wishes to, may contact the Development Director, the Director of Human Resources or the Executive Director, instead of the Volunteer Coordinator. Any volunteer who mistreats others by harassment may be dismissed by the Development Director or by her/his designee.

PROCEDURE:

- When possible, confront the harasser and ask him/her to stop.
- You are strongly encouraged to report any kind of harassment—even as an observer to an act. Contact your supervisor, department manager, Volunteer Services staff or Human Resources Department.

Transition Projects, Inc. will take appropriate disciplinary action against anyone who engages in harassment. Both Transition Projects, Inc. policy and Oregon state law forbid retaliation against any person who files a complaint, testifies, or assists or participates in any manner in an investigation, proceedings, or hearings.

Policy Title: Safety Plan

ISSUE DATE: 3/23/01

APPROVED: Development Director

REVISED DATE: 5/5/04

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| POLICY: Volunteer Services will establish and maintain an effective safety program in its area. This unit-specific program is aimed at providing a safe environment for all employees, volunteers and clients. | |
| PROCEDURE: In the event of a fire or internal disaster, there are evacuation maps posted on each floor of each building operated by Transition Projects, Inc. Fire extinguishers are also located throughout each building. All buildings are equipped with fire alarms or smoke detectors. | |
| Transition Projects, Inc. has established a Safety Committee to troubleshoot and prevent safety hazards. | |
| Please report all accidents/incidents or potential safety hazards to the Volunteer Coordinator or other staff immediately. | |

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| <i>Policy Title: Selection and Placement</i> | |
| ISSUE DATE: 3/23/01 REVISED DATE: 5/5/04 | APPROVED: Development Director |
| POLICY: The Development Director shall be responsible for setting up uniform volunteer selection and placement procedures for the agency. | |
| PROCEDURE: | |
| <ol style="list-style-type: none"> a) The recruitment and selection process of the Volunteer Services Department shall adhere to applicable agency policies and practices. Unaccompanied volunteers may be women or men who are at least eighteen (18) years of age. b) The selection and placement of volunteers shall be determined by the established needs of the agency and the qualifications and availability of volunteer staff. c) All applicants for volunteer service within the agency and programs shall be processed through the Volunteer Services Department to assure that the applicant fulfills the basic qualifications necessary to participate as a volunteer. d) All applicants shall be required to: <ul style="list-style-type: none"> • Complete confidentiality, professional boundary, and waiver forms for Volunteer Services. • Be interviewed by the Volunteer Coordinator or her/his designate. • Receive orientation materials and training. • Complete any necessary training required by a volunteer job description. • Receive testing for tuberculosis and maintain an active tuberculosis clearance card or show proof of tuberculosis treatment if the volunteer is scheduled to be on agency premises for 20 or more hours each month, or is scheduled to work directly with clients for more than 4 hours in a single day. • Record their hours of volunteer service to the agency on sign-in and sign-out sheets. | |

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| <i>Policy Title: Youth Volunteer Supervision</i> | |
| ISSUE DATE: 5/5/04 | APPROVED: Development Director |
| POLICY: Volunteers under the age of 18 are considered youth volunteers and must always be accompanied by adult supervisors within the group at a 3 youth to 1 adult ratio. | |
| PROCEDURE: | |
| Youth volunteers must have adult supervisors present at a 3 youth to 1 adult ratio. Youth should stay in the designated serving area and must not be allowed to move around the facilities unsupervised, nor may they have unsupervised conversations with clients. Youth volunteers will never share personal information with a resident of the shelter. | |

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| <i>Policy Title: Valuation of Professional Volunteers</i> | |
| ISSUE DATE: 5/5/04 | APPROVED: Development Director |
| POLICY: Volunteers who are offer their professional services will be asked to provide valuation of their in-kind services on a quarterly basis. | |
| PROCEDURE: | |
| Professional volunteers will receive a form, due at the end of each quarter that the service is being provided on a volunteer basis. This process seeks a fair-market valuation of professional services. It is used for internal auditing purposes and is not intended as tax advice for the volunteer. | |

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| <i>Policy Title: Volunteer Background Checks</i> | |
| ISSUE DATE: 8/1/06 | Approved: Development Director |
| POLICY: Volunteer Applicants shall submit to background checks prior to their service at Transition Projects. Meal provider groups and periodic volunteer groups are exempted from this policy assuming that they will not have significant unsupervised one-on-one volunteer experiences. | |

PROCEDURE:

Background Checks

As part of our safety program, Transition Projects performs criminal background checks on all new volunteers and employees. This precaution is for the safety of the staff, residents, clients and volunteers. TPI does not use arrest records, as these may reflect bias. TPI looks at conviction information, including the nature and gravity of the offence, the lapse of time since the conviction or completion of sentence, and the nature of the job in question as it relates to the nature of the offence committed.

As we serve a vulnerable population, crimes that involve violence or the misuse of power and control will be of special interest. For positions that involve ordering or controlling supplies or working with money, convictions for dishonesty or fraud will be of concern. For positions that require driving, traffic violations will be of concern.

Convictions are divided into three categories for consideration. If a conviction is seven or more years old, with no additional related convictions, the conviction will be placed in the next lower category.

Category One: Offenses of a less serious nature, not involving personal injury. Criminal history is not a barrier to employment or volunteering at TPI.

Category Two: More information is needed before making an employment decision or volunteer status decision. Multiple offenses may be a barrier to employment or volunteering. Some offenses in this category may reflect bias in the justice system. TPI may ask the applicant for more information, verify information through police reports or other means, or require proof of treatment.

Category Three: These are serious offenses that would result in a denial of employment or a volunteer role at Transition Projects.

Category One

OFFENSES AGAINST PROPERTY

- Criminal mischief, 3rd degree (164.345)
- Criminal trespass, 2nd degree (164.245)
- Deposit of trash within 100 yards of waters or in waters (164.043)
- Offensive littering (164.805)
- Placing offensive substances in waters, on highways or property (164.785)

OFFENSES AGAINST PUBLIC ORDER

- Abuse of venerated objects (166.075)

The following Category One offenses may be a barrier to employment or volunteering if the position requires driving:

MISDEMEANOR TRAFFIC OFFENSES

- Criminal driving while suspended (811.182)
- Driving while under influence of intoxicants (813.010)
- Failure to perform duties of driver when property damaged or person injured (811.700 & 705)
- Reckless driving (811.140)

Category Two

OFFENSES AGAINST PERSONS

- Abandonment of a child (163.535)
- Assaulting a public safety officer (163.546 & 545)
- Criminal mistreatment, 2nd degree (163.200)
- Reckless Endangerment (163.195)
- Sodomy, 2nd or 3rd degree (163.395 & 385)

OFFENSES AGAINST PROPERTY

- Criminal mischief, 2nd degree (164.354)
- Criminal trespass, 1st degree (164.255)
- Reckless burning (164.335)
- Unauthorized use of a vehicle (164.135)

OFFENSES AGAINST PUBLIC ORDER

- Abuse of corpse (166.085)
- Disorderly conduct (166.025)
- Interfering with public transportation (165.032)

OFFENSES INVOLVING FIREARMS AND OTHER WEAPONS

- Negligently wounding another (166.180)

OFFENSES AGAINST PUBLIC HEALTH, DECENCY AND ANIMALS

- Disseminating obscene material (167.085)

Frequenting a place where controlled substances are used (167.222)
Prostitution (167.007)
Publicly displaying nudity or sex for advertising purposes (167.090)
Sadomasochistic abuse or sexual conduct in a live show (167.062)
Sending obscene materials to minors (167.070)

CONTROLLED SUBSTANCES

Illegally selling drug equipment (475.960)
Possession of controlled substance (475.992)

The following Category Two offenses would result in denial of employment or volunteer status if the position involved working with supplies or money:

OFFENSES AGAINST PROPERTY

Negotiating a bad check (165.065)
Theft, 2nd or 3rd degree (164.045 & 043)
Theft of services (164.125)

OFFENSES INVOLVING FRAUD OR DECEPTION

Criminal possession of a forged instrument, 1st or 2nd degree (165.022 & 017)
Criminal possession of a forgery device (165.032)
Criminal simulation (165.037)
Forgery, 1st or 2nd degree (165.013 & 007)
Fraudulently obtaining a signature (165.042)
Fraudulent use of a credit card (165.055)

Category Three

OFFENSES AGAINST PERSONS

Aggravated murder (163.095)
Assault, 1st, 2nd, 3rd or 4th degree (163.185, 175, 165 & 160)
Criminal mistreatment, 1st degree (163.205)
Criminally negligent homicide (163.145)
Child neglect, 1st or 2nd degree (163.547 & 545)
Coercion (163.275)
Dealing in depiction of sexual conduct involving a child (163.673)
Kidnapping, 1st or 2nd degree (163.235 & 225)
Manslaughter, 1st & 2nd degree (163.118 & 125)
Menacing (163.190)
Murder (163.115)
Paying for viewing sexual conduct involving a child (163.680)
Possession of depiction of sexual conduct involving a child (163.672)
Public indecency (163.465)
Rape, 1st, 2nd or 3rd degree (163.375, 365 & 355)
Sexual abuse, 1st, 2nd or 3rd degree (163.427, 425 & 415)
Sodomy, 1st degree (163.405)
Transporting child pornography into state (163.677)
Unlawful sexual penetration, 1st or 2nd degree (163.411 & 408)
Using child in display of sexually explicit conduct (163.670)

OFFENSES AGAINST PROPERTY

Aggravated theft, 1st degree (164.057)
Arson, 1st or 2nd degree (164.325 & 315)
Burglary, 1st or 2nd degree (164.225 & 215)
Criminal mischief, 1st degree (164.365)
Robbery, 1st, 2nd or 3rd degree (164.415, 405 & 395)
Theft, 1st degree (164.055)
Theft by extortion (164.075)

OFFENSES AGAINST PUBLIC ORDER

Harassment (166.065)
Intimidation, 1st or 2nd degree (166.165 & 155)
Racketeering (166.720)
Riot (166.015)
Telephonic harassment (166.090)
Treason (166.005)

OFFENSES INVOLVING FIREARMS OR OTHER WEAPONS

Firearm used in a felony (166.429)
Obliteration or change of identification number on firearm (166.450)
Pointing firearm at another (166.190)

- Possession of destructive device (166.382)
- Possession of firearm by felon (166.270)
- Possession of firearm in a public building (166.370)
- Setting spring gun or set gun (166.320)
- Unlawful paramilitary activity (166.660)
- Unlawful possession of armor piercing ammunition (166.350)
- Unlawful possession of firearm (166.250)
- Unlawful possession of machine gun, short-barreled firearm or firearm silencer (166.272)
- Unlawful purchase of a firearm (166.425)
- OFFENSES AGAINST PUBLIC HEALTH, DECENCY AND ANIMALS
 - Animal abandonment (167.340)
 - Animal abuse, 1st or 2nd degree (167.315 & 320)
 - Animal neglect, 1st or 2nd degree (167.325 & 330)
 - Compelling prostitution (167.017)
 - Displaying obscene materials to minors (167.080)
 - Dog fighting or participation in dog fighting (167.365 & 370)
 - Exhibiting an obscene performance to a minor (167.075)
 - Furnishing obscene materials to minors (167.065)
 - Involvement in animal fighting (167.370)
 - Promoting prostitution (167.012)
 - Tampering with drug records (167.212)
- CONTROLLED SUBSTANCES
 - Manufacture or delivery of controlled substance (475.992, 995 & 999)
 - Unlawful delivery of an imitation controlled substance (475.991)

(Numbers in parenthesis are references to Oregon Revised Statutes)