



VOLUNTEER HANDBOOK

Member of Citygate Network, Guide Star Platinum, Alliance Defending Freedom (ADF), and Evangelical Council for Financial Accountability (ECFA)



2026 EDITION

303 E. Gurley St #459, Prescott, AZ 86301
AgapeHousePrescott.org • (928) 910-1089

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WELCOME TO AGAPE HOUSE OF PRESCOTT!

We are delighted that you have chosen to join our organization as a volunteer and hope that your experience will be a very rewarding one. As you become familiar with our culture and mission, we hope you will take advantage of the many varied volunteer opportunities that further the goals of Agape House of Prescott in this ministry.

Our Mission:

Agape House of Prescott exists to provide long term transitional housing for families who are without a residence. We actively seek to keep the families together while helping facilitate additional support services in order to equip the families for an independent and self-sustained future.

This mission drives us daily. We are a faith-based, 501(c)3 nonprofit organization dedicated to helping homeless families. Our Statement of Faith, which guides us, ministerial in purpose, is on the next page.

Transitional housing for families is paramount to families staying together, getting back on their feet, and moving forward again. We help these families by providing private family units, discipleship, career coaching, life–skills training, and referral services. We endeavor to instill success and confidence while keeping the family unit intact, and emphasize accountability and action on the part of the residents.

An independent functioning household is our goal. Dignity and self-respect are our aspirations. In short, we provide hope to families.

You are joining an organization that has a reputation for outstanding leadership, innovation, and expertise. Our employees and our many selfless volunteers use their creativity and talent to invent new solutions, meet new demands, and offer the most effective services for homeless families in crisis in this industry. With your active involvement, creativity, and support, Agape House of Prescott will continue to achieve its goals. We sincerely hope you will take pride in being an important part of the success of Agape House of Prescott.

Welcome to our Team! This handbook was developed to provide guidance and expectations related to volunteering at Agape House. After reading it, if you have any questions, please ask the Administrative Director. We want you to be well-informed.

Again, welcome!

Agape House of Prescott

STATEMENT OF FAITH

- Agape House of Prescott is a 501(c)3 nonprofit organization, Christian founded and Christ-centered. We believe the Bible to be the inspired, the only infallible, authoritative Word of God (2 Timothy 3:16). We believe that there is one God, eternally existent in three persons: Father, Son, and Holy Spirit (Matthew 28:19).
- We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory (Luke 1:34-35).
- We believe that for the salvation of lost and sinful people, regeneration by the Holy Spirit is absolutely essential (Ephesians 1:13-14). We believe in the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life (Galatians 5: 22-25).
- We believe Jesus's words in John 14:6 "I am the way, the truth, and the life. No one comes to the Father except through Me." We believe in the spiritual unity of believers in our Lord Jesus (Ephesians 4: 12-13). We believe in recognizing the dignity of each person, caring and upholding them as people who matter to God. Matthew 25:40 "Assuredly, I say to you, inasmuch as you did it to one of the least of these My brethren, you did it to Me."
- We believe that God wonderfully and immutably creates each person as either male or female, and that these two distinct, complementary sexes together reflect the image and nature of God. We believe that God created marriage to be exclusively the union of one man and one woman, and that intimate sexual activity is to occur exclusively within that union.
- We believe that God wonderfully and immutably creates each person as male or female. These two distinct, complementary sexes together reflect the image and nature of God (Genesis 1:26-27). Rejection of one's biological sex is a rejection of the image of God within that person. We believe the term "marriage" has only one meaning: the uniting of one man and one woman in a single, exclusive union, as delineated in Scripture (Genesis 2:18-25). We believe that marriage between one man and one woman, for life, uniquely reflects Christ's relationship with His Church (Ephesians 5:21-33). We believe that God intends sexual intimacy to occur only between a man and a woman who are married to each other (1 Corinthians 6:18; 7:2-5; Hebrews 13:4). We believe that God has commanded that no intimate sexual activity be engaged in outside of a marriage between a man and a woman.
- We believe that any form of sexual immorality (including adultery, fornication, homosexual behavior, bisexual conduct, incest, or use of pornography) is sinful and offensive to God (Matthew 15:18-20; 1 Corinthians 6:9-10). We believe that in order to preserve the function and integrity of Agape House of Prescott as the local Body of Christ, and to provide a Biblical role model to the board, staff, volunteers, residents and the community, it is imperative that all persons employed by AHOP in any capacity, or who serve as volunteers, agree to and abide

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by this Statement on Marriage, Gender, and Sexuality (Matthew 5:16; Philippians 2:14-16; 1 Thessalonians 5:22). We believe that God offers redemption and restoration to all who confess and forsake their sin, seeking His mercy and forgiveness through Jesus Christ (Acts 3:19-21; Romans 10:9-10; 1 Corinthians 6:9-11). We believe that every person must be afforded compassion, love, kindness, respect, and dignity (Mark 12:28-31; Luke 6:31). Hateful and harassing behavior or attitudes directed toward any individual are to be repudiated and are not in accord with Scripture nor the doctrines of Agape House of Prescott. Revised 11.21.22

- We believe that all human life is sacred and created by God in His image. This is incorporated as the Statement on the Sanctity of Human Life. Human life is of inestimable worth in all its dimensions, including pre-born babies, the aged, the physically or mentally challenged, and every other stage or condition from conception through natural death. We are therefore called to defend, protect, and value all human life (Psalm 139).
- I commit to not participate in divisive denominational controversies such as, but not limited to, the following: day and type of worship, communion preparation and service, creation theories, family roles or structure, grace vs. holiness living, baptism rituals and traditions, gifts of the Holy Spirit, service order, dietary and cultural differences, end of the world controversies, old vs. new covenant traditions, or political/ racial supremacy (2 Timothy 2:23).
- Final Authority: The Statement of Faith does not exhaust the extent of our beliefs. The Bible itself, as the inspired and infallible Word of God that speaks with final authority concerning truth, morality, and the proper conduct of mankind, is the sole and final source of all that we believe. For purposes of Agape House of Prescott's faith, doctrine, practice, policy, and discipline, the board of directors, governing board of the organization, is Agape House of Prescott's final interpretive authority on the Bible's application. Revised 11.21.22
- All Board, Staff, and Volunteers must sign Agreement to Statement of Faith annually. Professional Services Donated and Day Volunteers are not required to sign document. Board approved Revision, 1.17.22.

By my signature I agree to the Statement of Faith of Agape House of Prescott.

Signature: _____

Date: _____

❖ IMPORTANT FOUNDATIONS

Volunteering “At-Will”

Agape House highly values our volunteers and the work they perform to help the organization achieve its Mission and serve our community. However, just as volunteers can end their assignment at any time for any reason, Agape House may also end the volunteer relationship at any time for any reason.

Agape House volunteers are not employees. Nothing in this volunteer handbook creates an employment agreement, either expressly or by implication. Nothing contained in this or any other document provided to the volunteer is intended to be, nor should it be construed as a contract that employment, volunteer assignment, or any benefit will continue for any specific time period.

Agape House of Prescott Non- Discrimination Policy, Harassment Statement, and Diversity, Equity, and Equation (DEI) Statements

Non-Discrimination Policy

Subject to the Constitution of the United States and all applicable state and federal laws, Agape House of Prescott does not discriminate in its employment practices or in the administration and dissemination of its programs and services. Revised 1.17.22

Harassment Statement

The vision of Agape House of Prescott includes a work environment that treats each employee with dignity, decency, and respect. Mutual trust must characterize our ministry. We strive for a supportive, safe, and stimulating atmosphere; therefore, we do not tolerate harassment. Subject to the Constitution of the United States and all applicable state and federal laws, Agape House of Prescott prohibits unbiblical harassment (including sexual harassment) of any person. We will actively prevent, correct, and discipline behavior that violates this policy (up to and including termination). Agape House of Prescott reserves the right to operate according to its sincerely held religious beliefs about biblical marriage and sexuality and therefore does not define “harassment” as including any enforcement of, or adherence to, its biblical principles and expectations in the areas of marriage, sexuality, dress, and discipline. Revised 1.17.22

Diversity, Equity, and Inclusion (DEI) Statement

Agape House of Prescott affirms the truth that all human beings have value, dignity, and worth. Treating others with contempt or disrespect for any reason is unacceptable as it denies the dignity given to all human beings. We believe that every person must be afforded compassion, love, kindness, respect, and dignity. Hateful and harassing behavior or attitudes directed toward any individual are not in accordance with the values and principles of Agape House of Prescott. Revised 7.18.22

Supplemental/ Background Information for the DEI Statement

The diversity, equity, and inclusion statement of Agape House of Prescott (AHOP) affirms the truth that all human beings have value, dignity, and worth. Treating others with contempt or disrespect for any reason is unacceptable as it denies the dignity given to human beings. For example, gossip about adulterers, disrespect towards prostitutes, and denigration of people because of their sexual or gender preferences are wrong and dishonoring. Staff employees who train volunteers must use teaching materials consistent with the statement of faith policies and standards of Agape House.

Based upon Colossians 3:11 and Galatians 3:28 acceptance of cultural diversity is essential in the ministry to all persons. Romans 8 furthermore declares, nothing is capable of separating us from the love of God. As children of God all persons have been created in God’s image. We believe that every person must be afforded compassion, love, kindness, respect, and dignity (Mark 12:28-31; Luke 6:31). Hateful and harassing behavior or attitudes directed toward any individual are to be repudiated and are not in accord with Scripture nor the doctrines of Agape House of Prescott. Revised 7.18.22

Agape House Statement on Biblical Sexuality

Agape House of Prescott is an organization that since its inception has embraced the historic orthodox Christian understanding of Scripture and its teachings with regard to human sexuality, marriage, and the family. Accordingly, we affirm sexuality is a gift from God and basic to human identity and that sexual intimacy is to take place within the context of a marriage covenant between a man and a woman in which they vow and commit, with God's help, to build a loving, life-giving, faithful relationship that will last for a lifetime (Genesis 2:18, 21-24; Hebrews 13:4; Matthew 19:4-9).

The sexual union between a husband and wife has been designed by God to bring them together as "one flesh," creating the context within which to build a family and to serve as a symbol of the holy relationship between Jesus Christ and his Church (Genesis 2:18-24, Ephesians 5:31-32). Jesus affirms the marital covenant as existing between a man and a woman (Matthew 19:4-9). By God's design, marriage also serves as the cornerstone for biological reproduction and the subsequent raising and teaching of children to become responsible members of society. The New Testament teaches that followers of Jesus are to remain celibate outside the covenant of marriage.

A person who engages in sexual unions outside the bond of marriage sins against his or her own body, which is the temple of the Holy Spirit (1 Corinthians 6:18-20). The Bible expressly forbids such acts as adultery, homosexual acts, fornication, rape, incest, and prostitution. (See, e.g., Exodus 20:14; Leviticus 18:6-23, 20:10-21; Deuteronomy 5:18; Acts 15:20; Romans 1:24-28; 1 Corinthians 6:18-20; Galatians 5:19; 1 Timothy 1:10.) Revised 11.21.22

While affirming these teachings on the divine purpose of marriage and human sexuality, Agape House also affirms the biblical truth that all human beings have value, dignity, and eternal worth because they are created by God and bear his image. Treating others with contempt or disrespect for any reason is unacceptable as it denies the dignity given to human beings by their Creator. For example, gossip about adulterers, disrespect toward prostitutes, and denigration of people because of their sexual or gender preferences are just as wrong and dishonoring to the character of God and teachings of the Bible, as is the underlying conduct.

Agape House regards the practice of sexual activity outside the bounds of a monogamous heterosexual marriage as a departure from biblical teaching and Christian virtue and as disqualifying from eligibility for staff and volunteer positions. While Agape House does not regard the practice of sexual sin as a worse evil than other sin (all sin further damages the image of God in us and others), it acknowledges the unique and devastating effects of sexual sin, which compromises our personhood and bodies, which are the temple of the Holy Spirit.

Agape House recognizes that civil rights and biblical morality standards are not necessarily co-extensive, and therefore, that unbiblical sexual preferences should not disqualify one from just application of the law. It does resist, however, the current cultural effort in the name of tolerance to entrench biblically disapproved sexual practices as morally normative. Agape House recognizes the natural, constitutional, and legal rights of religious organizations to make employment decisions based on religious and faith criteria such as one's convictions and practices regarding human sexuality and other moral issues. Therefore, Agape House seeks to freely engage in associations for the advancement of its biblical beliefs by aligning in ministry as board members and staff, and volunteers with only those persons who practice behavior and advocate beliefs that are fully compatible with biblical teaching.

Staff employees who train volunteers must use teaching materials consistent with the Statement of Faith, policies, and standards of Agape House and must be assured that volunteers live in conformity with such teaching. To safeguard volunteer morale and the integrity of our programs, it is necessary that prospective volunteers be aware of these standards, and that they be discussed with volunteers already engaged as soon as questions may arise. Conformity to Agape House standards is not assured by membership in a specific church, although church membership in good standing is expected as evidence of submission to a local spiritual authority.

Board Approved 6.21.21

Agape House of Prescott
SEXUAL HARASSMENT POLICY
For Board, Staff, and Volunteers

Introduction

The vision of Agape House of Prescott (AHOP) includes a work environment that treats each employee with dignity, decency, and respect. Mutual trust must characterize our ministry. We strive for a supportive, safe, and stimulating atmosphere; therefore, we do not tolerate harassment. We will actively prevent, correct, and discipline behavior that violates this policy (up to and including termination). Agape House of Prescott reserves the right to operate according to its sincerely held religious beliefs about biblical marriage and sexuality and therefore does not define “harassment” as including any enforcement of, or adherence to, its biblical principles and expectations in the areas of marriage, sexuality, dress, and discipline.

Subject to the United States Constitution, and all applicable state and federal laws, AHOP is committed to maintaining a workplace free from sexual harassment. Sexual harassment is a form of workplace discrimination, and all board, staff, and volunteers are required to work in a manner that prevents sexual harassment in the workplace. Sexual harassment is against the law and all board, staff, and volunteers have a legal right to a workplace free from sexual harassment and board, staff, and volunteers are urged to report sexual harassment by filing a complaint internally with AHOP. Board, staff, and volunteers can also file a complaint with a government agency or in court under federal, state, or local antidiscrimination laws. Board approved policy revisions on 1.17.22.

Policy:

1. Sexual harassment will not be tolerated. Any employee who engages in sexual harassment or retaliation will be subject to remedial and/or disciplinary action (e.g., counseling, suspension, termination).
2. Retaliation is prohibited. No employee shall be subject to adverse action because the employee reports an incident of sexual harassment, provides information, or otherwise assists in any investigation of a sexual harassment complaint. AHOP will not tolerate such retaliation against anyone who, in good faith, reports or provides information about suspected sexual harassment. Any employee of AHOP who retaliates against anyone involved in a sexual harassment investigation will be subjected to disciplinary action, up to and including termination. All board, staff, and volunteers working in the workplace who believe they have been subject to such retaliation should inform a supervisor, manager, Executive Director or Administrative Director. All board, staff, and volunteers who believe they have been a target of such retaliation may also seek relief in other available forums, as explained below in the section on Legal Protections.
3. Sexual harassment is offensive, is a violation of our policies, is unlawful, and may subject AHOP to liability for harm to targets of sexual harassment. Harassers may also be individually subject to liability. Board, staff, and volunteers of every level who engage in sexual harassment, including managers and supervisors who engage in sexual harassment or who allow such behavior to continue, will be penalized for such misconduct.
12. Agape House of Prescott (AHOP) will conduct a prompt and thorough investigation that ensures due process for all parties, whenever management receives a complaint about sexual harassment, or otherwise knows of possible sexual harassment occurring. AHOP will keep the investigation confidential to the extent possible. Effective corrective action will be taken whenever sexual

harassment is found to have occurred. All board, staff, and volunteers, including managers and supervisors, are required to cooperate with any internal investigation of sexual harassment.

13. All board, staff, and volunteers are encouraged to report behavior that violates this policy. AHOP will provide all board, staff, and volunteers a complaint form for board, staff, and volunteers to report harassment and file complaints.
14. Managers and supervisors are **required** to report any complaint they receive, or any harassment they observe or become aware of, to Executive Director or Administrative Director.
15. All board, staff, and volunteers must follow and uphold this policy. This policy must be provided to all board, staff, and volunteers at the outset of their relationship with AHOP and should be posted prominently in all work locations to the extent practicable (for example, in a main office, not an offsite work location).

What Is “Sexual Harassment”?

Sexual harassment is a form of sex discrimination and is unlawful under federal, state, and (where applicable) local law. Sexual harassment is harassment on the basis of sex. For purposes of AHOP sex is defined as the status of being male or female as assigned at birth. Sexual harassment includes unwelcome conduct which is either of a sexual nature, or which is directed at an individual because of that individual’s sex when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile or offensive work environment, even if the reporting individual is not the intended target of the sexual harassment;
- Such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual’s employment.

A sexually harassing hostile work environment includes, but is not limited to, words, signs, jokes, pranks, intimidation or physical violence which are of a sexual nature, or which are directed at an individual because of that individual’s sex. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements or sexually discriminatory remarks made by someone which are offensive or objectionable to the recipient, which cause the recipient discomfort or humiliation, or which interfere with the recipient’s job performance.

Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions or privileges of employment. This is also called “quid pro quo” harassment. Any employee who feels harassed should report so that any violation of this policy can be corrected promptly. Any harassing conduct, even a single incident, can be addressed under this policy.

Examples of sexual harassment

The following describes some of the types of acts that may be unlawful sexual harassment and that are strictly prohibited:

- Physical acts of a sexual nature, such as:
 - Touching, pinching, patting, kissing, hugging, grabbing, brushing against another employee’s body or poking another employee’s body;

- Rape, sexual battery, molestation or attempts to commit these assaults.
- Unwanted sexual advances or propositions, such as:
 - Requests for sexual favors accompanied by implied or overt threats concerning the target's job performance evaluation, a promotion, or other job benefits or detriments;
 - Subtle or obvious pressure for unwelcome sexual activities.
- Sexually oriented gestures, noises, remarks or jokes, or comments about a person's sex which create a hostile work environment.
- Sexual or sexually discriminatory displays or publications anywhere in the workplace, such as:
 - Displaying pictures, posters, calendars, graffiti, objects, promotional material, reading materials or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.
- Hostile actions taken against an individual because of that individual's sex, such as:
 - Interfering with, destroying, or damaging a person's workstation, tools or equipment, or otherwise interfering with the individual's ability to perform the job;
 - Sabotaging an individual's work;
 - Bullying, yelling, name-calling.

Who can be a target of sexual harassment?

Sexual harassment can occur between any individuals, regardless of their sex. Harassers can be a superior, a subordinate, a coworker or anyone in the workplace including an independent contractor, contract worker, vendor, client, customer or visitor.

Where can sexual harassment occur?

Unlawful sexual harassment is not limited to the physical workplace itself. It can occur while board, staff, and volunteers are traveling for business or at employer sponsored events or parties. Calls, texts, emails, and social media usage by board, staff, and volunteers can constitute unlawful workplace sexual harassment, even if they occur away from the workplace premises, on personal devices or during non-work hours.

Retaliation

Unlawful retaliation can be any action that could discourage a worker from coming forward to make or support a sexual harassment claim. Adverse action need not be job-related or occur in the workplace to constitute unlawful retaliation (e.g., threats of physical violence outside of work hours). Such retaliation is unlawful under federal, state, and (where applicable) local law. Even if the alleged harassment does not turn out to rise to the level of a violation of law, the individual is protected from retaliation if the person had a good faith belief that the practices were unlawful. However, the retaliation provision is not intended to protect persons making intentionally false charges of harassment.

Reporting Sexual Harassment

Preventing sexual harassment is everyone's responsibility. AHOP cannot prevent or remedy sexual harassment unless it knows about it. Any employee who has been subjected to behavior that may constitute sexual harassment is encouraged to report such behavior to a supervisor, manager or Executive Director or Administrative Director. Anyone who witnesses or becomes aware of potential instances of sexual harassment should report such behavior to a supervisor, manager or Executive Director or Administrative Director.

Reports of sexual harassment may be made verbally or in writing. A form for submission of a written complaint is attached to this policy, and all board, staff, and volunteers are encouraged to use this complaint form. Board, staff, and volunteers who are reporting sexual harassment on behalf of other board, staff, and volunteers should use the complaint form and note that it is on another employee's behalf. Board, staff, and volunteers who believe they have been a target of sexual harassment may also seek assistance in other available forums, as explained below in the section on Legal Protections.

Supervisory Responsibilities

All supervisors and managers who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing behavior or for any reason suspect that sexual harassment is occurring, **are required** to report such suspected sexual harassment to Executive Director or Administrative Director. In addition to being subject to discipline if they engaged in sexually harassing conduct themselves, supervisors and managers will be subject to discipline for failing to report suspected sexual harassment or otherwise knowingly allowing sexual harassment to continue. Supervisors and managers will also be subject to discipline for engaging in any retaliation.

Complaint and Investigation of Sexual Harassment

All complaints or information about sexual harassment will be investigated, whether that information was reported in verbal or written form. Investigations will be conducted in a timely manner and will be confidential to the extent possible. An investigation of any complaint, information, or knowledge of suspected sexual harassment will be prompt and thorough, commenced immediately and completed as soon as possible. The investigation will be kept confidential to the extent possible. All persons involved, including complainants, witnesses and alleged harassers will be accorded due process, as outlined below, to protect their rights to a fair and impartial investigation.

Any employee may be required to cooperate as needed in an investigation of suspected sexual harassment. AHOP will not tolerate retaliation against board, staff, and volunteers who file complaints, support another's complaint or participate in an investigation regarding a violation of this policy. While the process may vary from case to case, investigations should be done in accordance with the following steps:

- Upon receipt of complaint, Executive Director or Administrative Director will conduct an immediate review of the allegations and take any interim actions (e.g., instructing the respondent to refrain from communications with the complainant), as appropriate. If a complaint is verbal, encourage the individual to complete the "Complaint Form" in writing. If he or she refuses, prepare a Complaint Form based on the verbal reporting.
- If documents, emails, or phone records are relevant to the investigation, take steps to obtain and preserve them.
- Request and review all relevant documents, including all electronic communications.
- Interview all parties involved, including any relevant witnesses;
- Create a written documentation of the investigation (such as a letter, memo or email), which contains the following:
 - A list of all documents reviewed, along with a detailed summary of relevant documents;
 - A list of names of those interviewed, along with a detailed summary of their statements;
 - A timeline of events;
 - A summary of prior relevant incidents, reported or unreported; and

- The basis for the decision and final resolution of the complaint, together with any corrective action(s).
- Keep the written documentation and associated documents in a secure and confidential location.
- Promptly notify the individual who reported and the individual(s) about whom the complaint was made of the final determination and implement any corrective actions identified in the written document.
- Inform the individual who reported of the right to file a complaint or charge externally as outlined in the next section.

Legal Protections and External Remedies

Sexual harassment is not only prohibited by AHOP but is also prohibited by state, federal, and, where applicable, local law. Aside from the internal process at AHOP, board, staff, and volunteers may also choose to pursue legal remedies with governmental entities. While a private attorney is not required to file a complaint with a governmental agency, you may seek the legal advice of an attorney.

Contact the Local Police Department

If the harassment involves unwanted physical touching, coerced physical confinement, or coerced sex acts, the conduct may constitute a crime. Contact the local police department. Policy revised 1.17.22

Code of Ethics and Whistleblower Policy

Agape House employees, volunteers, and members of the board of our 501(c)3 nonprofit organization, have a responsibility to serve the public interest and welfare. We are dedicated to conducting ourselves with the highest degree of integrity and honesty in support of our mission and upholding the good reputation of our organization. This is the common duty and responsibility of all employees, volunteers, and board members.

Code of Ethics: Employees, volunteers and board members must agree to the following:

1. Recognize that authority is vested in legal meetings of the board, not individual board members, and support the majority decisions of the board.
2. Board members, volunteers, and staff are not to be alone with a child/children or member of the opposite sex.
3. Parents; including residents, volunteers, board members, and staff; are responsible for their own children. Agape House does not provide childcare.
4. Stay informed about developments and issues that may come before the board to which they owe their best judgment.
5. Act always in good faith and with the care and diligence that a prudent person in this position would exercise.
6. Attend a majority of meetings and participate in discussions and actions of the board. (This applies to board members and some staff.)
7. Ensure that funds are appropriately used to achieve the goals of the organization and in keeping with the wishes of our donors.
8. Use organizational resources for the intended purpose only and not convert them to personal

use.

9. Account recordkeeping--All requests for reimbursement must be accompanied with proper documentation and receipts.
10. Recommend and promote transactions only in the best interest of the organization.
11. Declare any conflicts of interest (real or apparent) between a board member's personal and professional life, and their position on the board and abstain from voting or participating whenever appropriate. (This applies to staff too.)
12. Recognize that the board member's job is to ensure that the organization is well- managed, not to manage it themselves; and treat residents, volunteers, staff, and donors respectfully at all times.
13. Honor the confidentiality of board proceedings and financial reports.
14. Conform all actions to the requirements of the applicable law, Statement of Faith, and ethical principles. Revised 1.17.22

Whistleblower Policy:

If an employee, volunteer or board member has a reasonable suspicion of violations of the Agape House of Prescott's Code of Ethics; including illegal acts, waste, fraud or abuse of funds; it must be reported to the Executive Director or a board member immediately. The report will be kept confidential to the extent possible to allow for an adequate investigation.

The report will be investigated and addressed appropriately, depending on the facts and circumstances. Depending upon the nature of the allegation, the Board of Directors may wait until the next scheduled board meeting to place the matter as an item on the agenda for discussion or may call an emergency or electronic meeting. The whistleblower individual will not be retaliated against for making a report in good faith.

Compassionate Client Services

The mission of Agape House is to serve our clients—homeless families—and help them to become independent and self-sufficient. Transitional housing for families is paramount to families staying together, getting back on their feet, and moving forward again. We help these families by providing private family units, discipleship, career coaching, life—skills training, and referral services. We endeavor to instill success and confidence while keeping the family unit intact, and emphasize accountability and action on the part of the residents.

Each client comes through our doors for different reasons and we need to recognize them as individuals. All employees at Agape House have some form of in-person client contact. Most volunteers do as well. At all times, each and every one of us must be friendly, professional, courteous, responsive, attentive and caring. In addition, board members, employees, and volunteers must abide by the organization's Confidentiality Agreement, Conflict of Interest Policy, Statement of Faith, and Boundaries Policies when working with clients. Providing compassionate client service is absolutely essential at all levels of Agape House. Revised 1.17.22

Boundaries to Respect and Follow

All employees, volunteers and board members must agree to the following:

1. Will not meet one-on-one with a child/children or member of the opposite sex.
2. Are not to babysit, provide childcare or be left alone with children.
3. Personal home addresses are not to be given out, except for the discipleship director who lives on campus. If a mentor wants to invite a post-graduate resident to his or her home, it is permissible; but only after the resident has graduated from the program. Revised 6.21.21
4. Are required to report any criminal activity, child abuse or neglect, and any sexual, physical, or mental abuse to authorities.
5. May not initiate any contact with residents' relatives, friends, businesses, government agencies, or other group on behalf of a resident without permission from the resident.
6. May not give or receive money directly to a resident or resident family. Board, staff, and volunteers may donate such in-kind items with a value less than \$50, and as may appear to be reasonable, directly to the office.
7. May not have a romantic or sexual relationship with any member of a resident family while an employee or while serving in a mentoring or volunteering capacity.
8. May not use alcohol or illegal substances with any member of a resident family.
9. Should treat all members of the resident family with respect.
10. May not imply that the resident family is required to attend worship services or other religious activities as a condition of the resident's involvement in Agape House. Some, but not all, classes taught incorporate prayer and scripture.
11. May not exceed the scope of their area of responsibility and not cross-over into other areas for which they are not licensed or authorized as an employee, board member, or volunteer. Agape House does not offer counseling or medical advice, but will outsource those services to appropriate licensed professionals.
12. Agape House of Prescott is not a licensed counseling facility, does not administer medication, and does not operate a licensed childcare facility. However, Agape House will make available to families a resource directory that lists many excellent local resources that may accommodate the families' needs.
13. When in need of immediate crisis intervention, call 911 and immediately follow the Crisis Intervention Plan posted on the resident's bulletin board for safety precautions. Alert the Resident Care Director or Administrative Director immediately.
14. Residents are responsible for their own children. Agape House does not provide childcare.

All families experience crisis; therefore, one should never be shocked or surprised concerning the crisis of a family receiving aid. A crisis does not necessarily mean that emergency action must be taken. Individuals may act in desperate ways under desperate circumstances, so employees and volunteers must be prepared to take precautionary measures in the event of acts of rage, violent capabilities, sinful design, or health concerns. Agape House of Prescott is governed by the State of Arizona and must adhere to applicable state laws. Revised 1.17.22

Confidential Information

Confidential information is any information you learn because of employment or volunteer work with Agape House that is not generally known to people outside of the organization. An exception to this obligation to maintain confidentiality would be in response to a subpoena or in cooperation with law enforcement officials. In those situations, the Administrative Director or Executive Director must be involved in the decision to release any information. In addition, all inquiries from the media should be referred to the Administrative Director or Executive Director.

Information about residents, donors, donations, volunteers, and financial information relating to the organization; are among the information that must be kept strictly confidential. Employees and volunteers who work in positions where they are privy to personal information regarding other employees (such as performing human resources or payroll tasks) must keep that information confidential.

Employees and volunteers must never provide identifying information about residents when having personal discussions, doing presentations on behalf of Agape House, or in other settings where the recipients of the information do not have a legitimate need to know the information. This includes safeguarding first names, last names, ages, race, personal histories, where they have lived, and any other information that may allow someone to identify them.

Protected Health Information (PHI)—The Federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) applies to our organization. The State imposes similar obligations. We have a **legal obligation** to keep confidential our residents' 1) past, present or future physical and mental health or conditions; and, 2) the services that we are providing to them. Only persons with a clear need to know should receive such information. That would include representatives of the various social services organizations with whom we work directly. All employees and volunteers must keep PHI strictly confidential, including being careful to avoid being overheard by other residents or volunteers when discussing a resident's needs.

Employees or volunteers who improperly use or disclose confidential Agape House or resident information, including PHI, will be subject to corrective action, which could include termination of employment or volunteer assignment, or legal action, even if they do not benefit from the disclosed information. This confidentiality obligation continues even after employees and volunteers no longer work or volunteer for Agape House. This provision is not intended to prohibit employees from discussing terms and conditions of employment with each other if they so choose.

Employees and volunteers are required to read and sign a separate Confidentiality Agreement when they begin employment or a volunteer assignment at Agape House. (The Agreement to Maintain Confidentiality is included in the Appendix to the Employee and Volunteer Handbooks.)

❖ VOLUNTEER RELATIONSHIP

The volunteer relationship incorporates the following:

Conflicts of Interest

If You Must Leave Agape House

Agape House Volunteer Teams and Positions

Annual Volunteer Timeline

Volunteer Work Ethic

Conduct Guidelines

Problem Solving

Computers, Internet, Email and Other Resources

Social Media and Agape House

Agape House of Prescott

Conflicts of Interest

Section 1—Purpose:

Agape House of Prescott (AHOP) is a 501(c)3 nonprofit organization. Maintenance of its tax-exempt status is important both for its continued financial stability and for public support. Therefore, the IRS as well as state regulatory and tax officials view the operations of AHOP as a public trust, which is subject to scrutiny by and accountable to such governmental authorities as well as to members of the public. Consequently, there exists between AHOP and its board, staff, and volunteers and the public a fiduciary duty, which carries with it a broad and unbending duty of loyalty and fidelity. The board, staff, and volunteers have the responsibility of administering the affairs of AHOP honestly and prudently, and of exercising their best care, skill, and judgment for the sole benefit of AHOP. Those persons shall exercise the utmost good faith in all transactions involved in their duties, and they shall not use their positions with AHOP or knowledge gained therefrom for their personal benefit. The interests of the organization must be the first priority in all decisions and actions.

Section 2—Persons Concerned: This policy is directed not only to the Board of Directors, but to all volunteers and staff who can influence the actions of Agape House of Prescott. For example, this would include all persons who make purchasing decisions, all persons who might be described as "management personnel," and anyone who has proprietary information concerning Agape House.

Section 3—Areas in Which Conflicts May Arise: Conflicts of interest may arise in the relations of directors, officers, and management employees with any of the following third parties:

17. Persons and firms supplying goods and services to Agape House of Prescott.
18. Persons and firms from whom Agape House of Prescott leases property and equipment.
19. Persons and firms with whom Agape House of Prescott is dealing or planning to deal in connection with the gift, purchase or sale of real estate, securities, or other property.
20. Competing or affinity organizations.
21. Donors and others supporting Agape House of Prescott.
22. Two members of the board may not be married; however, a married couple may serve as a board member and a volunteer, as a staff member and a volunteer, or as two volunteers.
23. Agencies, businesses, and associations which affect the operations of Agape House.
24. Family members, friends, and other employees.

Section 4—Nature of Conflicting Interest: A conflicting interest may be defined as an interest, direct or indirect, with any persons or firms mentioned in Section 3. Such an interest might arise through:

13. Owning stock, holding debt or other proprietary interests in any third party dealing with AHOP.
14. Holding office, serving on the board, participating in management, or being otherwise employed (or formerly employed) with any third party dealing with Agape House.
15. Receiving remuneration for services with respect to individual transactions involving AHOP.
16. Board members, volunteers and staff may not accept into their personal homes, donations specified for Agape House; including monetary donations, in-kind tangible donations, household furniture, professional services offered, office equipment, etc.

17. Using Agape House of Prescott's time, personnel, equipment, supplies, or good will for other than approved activities, programs, and purposes.
18. Receiving personal gifts or loans from third parties dealing or competing with Agape House. Receipt of any gift is disapproved except gifts of a value less than \$50, which could not be refused without discourtesy. No personal gift of money should ever be accepted.

Section 5—Interpretation of this Statement of Policy:

The areas of conflicting interest listed in Section 3, and the relations in those areas which may give rise to conflict, as listed in Section 4, are not exhaustive. Conflicts might arise in other areas or through other relations. It is assumed that the directors, officers, and management employees will recognize such areas and relation by analogy.

The fact that one of the interests described in Section 4 exists does not necessarily mean that a conflict exists, or that the conflict, if it exists, is material enough to be of practical importance, or if material, that upon full disclosure of all relevant facts and circumstances it is necessarily adverse to the interests of Agape House of Prescott. However, it is the policy of the board that the existence of any of the interests described in Section 4 shall be disclosed before any transaction is consummated. It shall be the responsibility of the board, staff, and volunteers to scrutinize their transactions and outside business interests and relationships for potential conflicts and to immediately make such disclosures.

Section 6—Disclosure Policy and Procedure:

Transactions with parties with whom a conflicting interest exists may be undertaken only if all of the following are observed:

9. The conflicting interest is fully disclosed;
10. The person with the conflict of interest is excluded from the discussion and approval of such transaction;
11. A competitive bid or comparable valuation exists; and,
12. The board or a duly constituted committee thereof has determined that the transaction is in the best interest of the organization.

Disclosure should be made to the Administrative Director, Executive Director, or Board Chairman, who shall bring the matter to the attention of the board. Disclosure involving directors should be made to the board chair, or vice-chair, who shall bring these matters to the board. The Conflict of Interest Policy Disclosure Statement must be completed annually and after disclosing the potential conflict. (The forms are in the Appendix to the Employee and Volunteer Handbooks).

The board or a duly constituted committee thereof shall determine whether a conflict exists and in the case of an existing conflict, whether the contemplated transaction may be authorized as just, fair, and reasonable to Agape House of Prescott. The decision of the board or committee on these matters will rest in their sole discretion, and their concern must be the welfare of Agape House of Prescott and the advancement of its purpose.

If You Must Leave Agape House

We understand that volunteers may choose to leave the organization for various reasons. A volunteer or volunteer staff may resign at any time. Please contact Admin Director or Executive Director to make alternative accommodations. Upon departure all proprietary information and items belonging to Agape House of Prescott must be returned within 24 hours. This will include all resident binders, office supplies or equipment (laptops or printers), intellectual property, operation manuals, keys, files, records, and personnel information (resident, staff, donor, or volunteer). Any items with the Agape House logo on it must be returned. Revised 6.21.21

Agape House Volunteer Teams and Positions

Agape House of Prescott is always looking for dedicated and caring volunteers, who are willing to help further the Mission of Agape House. There are numerous opportunities for individuals, which may appeal to people of varied physical abilities, life experiences, interests, and time commitments. Due to the physical nature of much of the work performed by volunteers, all volunteers must complete a Volunteer Risk and Release from Liability form before beginning their volunteer work (a copy is included in the Appendix to this Volunteer Handbook).

Volunteer Teams

1. Agape Board of Directors—Meets once a month to oversee committees. A strong board with people of varied experiences, which effectively collaborates with management, is important to the success of Agape House. Board members must make a minimum of a one- year commitment.
2. Communications Team—Facebook, newsletter, webpage, photographer, audio/visual, brochures, presentations, and additional promotional materials.
3. Development Team—Responsible for the organization’s vision, growth, capital campaigns, future planning, and major donor relationships.
4. Fundraising Team—Support Families, Poinsettias Campaign, Homelessness Awareness Month, Monthly Donors June and July, Fry’s, and Amazon May and June.
5. Furniture Angels and Turn Around Crew—Moving Team to help move families. Every few months we need to turn around an apartment for the next family. Painting, handywork, carpet cleaning, pest control, and home cleaning, are among the necessary tasks.
6. Prayer and Discipleship Team—Prayer Team meets once a week and is available to disciple to families.
7. Resident Care Team—Heart of Agape, prays, assists residents, hears their hearts, outsources to the community, understands personal wellness, and outsources for professional counseling.
8. Neighborhood Team—Non-financial support system to residents through friendship and accountability. Provides tangible goods such as Food Baskets, Baskets of Blessings, and Birthday Angels.
9. Renovation Team—Performs construction and building maintenance work.
10. Stewardship Team—Performs record-keeping, bookkeeping, tax preparation, budget planning, human resources, compliance, grant-writing, or office administration duties.

Volunteer Positions

1. Baskets of Blessings—Once a month, a basket of blessings is given to resident families with household items as well as certain health and beauty items.
2. Birthday Baskets—Deliver birthday baskets to residents either on or a few days prior to their birthdays.
3. Family Mentors—Mentors meet weekly with resident to offer accountability and community resources.
4. Class Facilitators- Facilitates Life Worth 101 or Keys to Freedom classes.
5. Food Basket Delivery—Food Baskets are available from diverse locations throughout the area on a monthly or weekly basis from food banks and churches. Monday—Catholic Charities; Thursday—7th Day Adventist; Friday—St. Luke's.
6. Friends of Agape- These are non-voting members of the Board Team. They participate in board meetings on a regular basis.
7. Handymen or Women—They assist in maintenance and upkeep on apartments, such as repairing blinds, appliances, plumbing, etc.
8. Volunteer Staff—Weekly or monthly consistent volunteers for the office.

Class Facilitators, Mentors and Board Members are by invitation only, after serving in other volunteer roles first.

Positions with no Client Interaction, so Background Checks are not Required (Board Approved 12.9.19)

1. Day or Project Volunteer—Day Volunteer information form and release of claims form are required to be filled out. This work involves painting or yard clean up, with no interaction with residents.
2. Professional Services Volunteer—A background check application is not required when professional services are donated; such as dentistry, accounting, legal services, carpet cleaning, home repair, landscaping, auto repairs, etc.

Annual Volunteer Timeline

1. January – Policies and procedures are approved by the Board. Volunteers must submit hours from the previous year.
2. February- Volunteer Brunch is conducted with ALL volunteers. Volunteer Handbooks are printed and presented to each volunteer.
3. March 1st – Inactivate Volunteer by Default for incomplete files.
4. May – Volunteer Appreciation
5. July- Mid-Year Donor Report and Monthly Donor Appreciation
6. August – Volunteer Appreciation

Volunteer Work Ethic

1. At Agape House of Prescott, we LOVE our volunteers! Thank you for becoming a part of this team. Primarily, as a volunteer-based organization, it is with high commitment we wish to uphold a Godly work ethic.
2. It is imperative that you give a 24-hour notice before missing a shift.
3. Potential volunteers interview with either the Administrative Director or Executive Director.
4. A volunteer application and orientation must be completed before beginning volunteer work.
5. Agape House of Prescott asks that our volunteers commit and agree to the following:
 - a. I commit that I am a mature believer and follower of Jesus Christ with a consistent biblical lifestyle and attend a Bible believing, Christ following church regularly. Statement of Faith is to be signed annually.
 - b. I commit that I have been addiction free and have held a responsible lifestyle for greater than two years.
 - c. I commit to articulate hope, dignity, and respect through my words, dress, and mannerisms at all times both on and off campus. The residents, volunteers, and other area social services are depending on our volunteers to uphold these work ethics during a time of crisis.
 - d. I commit to serve as unto God and not unto men. (No suggestive clothing or foul, perverse, unwholesome language, etc.) Phil. 4: 8-9.
 - e. I commit to articulate respect to all persons regardless of cultural background and will serve those in need with compassion, grace, and mercy.
 - f. I commit to accept supervision with a willingness to learn and ask about things not understood.
 - g. I commit to attend orientation sessions, on-the-job training and continuing education when required. I commit to uphold a teachable spirit and will be a team player.
 - h. I commit to provide dependency and stability by making a commitment to the residents of Agape House of Prescott. I will fulfill my commitments and obligations as quickly and timely as possible.
 - i. I commit to be safe, positive, and professional.
 - j. I agree that I am in a mentally safe and stable place in my life and will not allow nor encourage co-dependent or enabling behaviors.
 - k. I commit to become familiar with the policies and procedures in the Volunteer Handbook and adhere to these instructions.
 - l. I commit, during shift work, to arrive on time and remain on duty until relieved of my position or time commitment has been completed.
 - m. I commit to uphold and exercise the highest level of integrity and accountability in regards to financial savings, spending, fundraising and financial management practices. I will spend the least amount required on work-related expenses so that the majority of Agape House funds can be applied directly to our residents through housing and programming costs.
 - n. I commit to submission to Biblical lines of authority and will handle conflict according to Matthew 18:15-17 by following the Agape House Problem Solving process outlined in the Volunteer Handbook. Agape House is mindful of privacy concerns.
 - o. I commit to not give unwarranted advice or judgement to our residents. I commit to provide mercy over judgement as stated in James 2:13
 - p. I commit to report all illegal suspicious activities to the supervisor or board.

- q. I commit to provide a 2-week notice prior to volunteer termination to the best of my ability unless there appears an immediate cause for dismissal.

Volunteer Work Ethic Revised 1.17.22

Conduct Guidelines

In most cases, volunteers are dedicated to the organization and our clients, and they perform exceedingly well and consistently behave in a professional and responsible manner. The success of the organization is directly connected to each individual's performance and, therefore, it is important that volunteers and employees work cooperatively and abide by certain rules of conduct. Occasionally, some volunteers may need a reminder of performance or conduct expectations to get back on task. And, sometimes volunteers behave in a way that is so unacceptable that it's best that they no longer perform volunteer assignments work for Agape House of Prescott.

Volunteers at Agape House work "at will," which means that either they or the organization may end their volunteer assignment for any reason at any time.

It's not possible to list all situations that could result in a volunteer being asked to end their relationship with Agape House, but the following are some examples:

1. Treating a client, another volunteer, staff or management in a seriously disrespectful or demeaning manner;
2. Sabotage, destruction, careless waste or misuse of Agape House property or equipment;
3. Dishonesty;
4. Illegal or unethical conduct;
5. Unauthorized possession or removal of property or funds of the organization, a co-volunteer, staff or client; or not cooperating during an investigation into unauthorized possession or removal of property or funds;
6. Fighting or horseplay while on Agape House premises or while performing off-site work for the organization;
7. Falsification of any Agape House documents, business records; including the Volunteer Application;
8. Repeatedly being unavailable to perform volunteer work or not showing up after committing to a volunteer assignment;
9. Violations of the Non-Discrimination Policy, Harassment Statement, or Sexual Harassment Policies;
10. Violations of the Drug-Free Workplace policy;
11. Violations of the Workplace Violence Prevention policy;
12. Violation of Confidentiality Statement, Conflict of Interest, or Statement of Faith;
13. Unauthorized release of confidential client information (including Protected Health Information), or confidential business information; or,
14. Other conduct which, based on the facts and circumstances, warrants an end to the volunteer relationship.

Volunteers should disclose to the Administrative Director any arrests or convictions that occur during their volunteer assignment. A criminal background check may be conducted to verify the volunteer's report, or the volunteer may be asked to provide supporting documentation. After

reviewing the information, a determination will be made about the feasibility of continued volunteering, based on the individual circumstances involved. Volunteer Conduct Guidelines Revised on 1.17.22.

Again, most volunteers perform well, act professionally, and work cooperatively with coworkers; and such teamwork and commitment to our organization is greatly appreciated!

Problem Solving

It is in everybody's best interests to resolve problems quickly and satisfactorily; therefore, we have established this problem-solving process. If a volunteer has a disagreement with a co-volunteer or staff member, they are encouraged to respectfully speak with each other in an attempt to resolve their differences. Most issues can be effectively addressed this way. However, if they are unable to resolve the matter, if they're too angry to speak with each other, or if the agreed upon resolution isn't effective, then one or both of them should inform the Administrative Director or Executive Director, who will intervene to either assist the individuals in resolving the issue or provide a directive on expected conduct. If the problem is not resolved after speaking with the Administrative Director or Executive Director, or if they are the source of the problem, then the volunteer should go to the Board Chair.

Volunteers are encouraged, but not required, to fill out an Opportunity for Improvement form (included with this handbook as an appendix), to assist in the problem-solving process. Open communication allows us to quickly and effectively address issues in a positive way, which improves the work environment.

Christian Mediation

Agape House of Prescott Statement on Mediation

Volunteers, board members, or staff of Agape House of Prescott agree to submit any legal dispute with Agape House of Prescott for mediation before a mutually agreed-upon mediator, or if none can be agreed upon, one selected by Peacemaker Ministries. Lawsuits between Christian believers, or threats of lawsuits between believers, are a matter of grave concern for Agape House of Prescott, are contrary to Biblical teaching, and mediation is an effort to resolve disputes in a Biblical fashion (1 Corinthians 6: 1-7).

Mediation will be governed by the *Rules of Procedure for Christian Conciliation* of the Institute for Christian Conciliation (ICC Rules), unless modified as stipulated by the parties. In particular, subject to the more detailed provisions of the ICC Rules, mediator(s) will attempt to assist us in reaching a voluntary settlement of any disputes through mediation. The confidentiality of the mediation process will be protected and these matters will not be discussed with people who do not have a necessary interest in them. If settlement can be agreed upon, the conciliators may, at their discretion, issue an advisory opinion. Neither the opinion, nor any communications exchanged in the mediation process, will be admissible for any purpose in any subsequent legal proceeding. Revisions recommended by ADF, Alliance Defending Freedom on 11.23.21, board approved 1.17.22.

Computers, Internet, Email and Other Resources

Employees and volunteers have no expectation of privacy in their use of Agape House computers, phones, or other business communication tools, including email and internet activity. All communications made using organization-provided equipment or services are subject to inspection by management. Use of these tools should be handled in a professional, respectful, and business-like manner at all times.

Do not use organization e-mail in a manner that violates any of our policies, including the policies that prohibit harassment and discrimination, workplace violence, and the protection of confidential information. Such use of the email will be treated as seriously as if the comments were expressed verbally.

Office telephones and computers are for business purposes, although minimal personal use is permitted, as long as it complies with Agape House policies or is otherwise authorized by the Administrative Director. Employees and volunteers are encouraged to use their personal cell phones during their breaks instead of using office telephones. If any equipment or furniture in the office breaks down, promptly inform the Administrative Director.

It is against policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on business computers. In addition, employees and volunteers may not use the organization's computer systems in a way that disrupts its use by others, such as sending or receiving large files.

Social Media and Agape House

Agape House understands that many people use social media to communicate, and in most situations, what volunteers post on social media (such as Facebook, Twitter, Instagram, etc.) is their own business. However, when a volunteer's posts or comments on social media carry over into Agape House's business, management may have to address the matter with the volunteer.

Volunteers should follow these basic guidelines when posting on social media:

1. Do not post confidential or proprietary information about Agape House or its clients, employees, donors, or volunteers.
2. Do not post comments that violate the organization's policies against harassment, discrimination, and bullying; or workplace violence.
3. Do not speak on behalf of Agape House, unless authorized by the Administrative Director.
4. Photos of clients must not be posted.

The organization monitors use of company computers and the internet, including social networking activity. The communication team at Agape House of Prescott encourages volunteers and employees to use social media to communicate our mission to the public, under the direction of the social media director.

❖ WORKING SAFELY

Commitment to Safety

The safety of our employees, clients and volunteers is very important to our organization. All volunteers have the opportunity and responsibility to contribute to a safe work environment by using common sense rules and safe work practices and by immediately notifying management when any health or safety issues are present.

When engaging in physical work, such as moving furniture, employees and volunteers must practice safe lifting and bending techniques, use dollies, wear back support, and always seek assistance from others to lift or move heavy items. Take the time to work safely rather than be hasty and become injured.

Please ask for assistance when moving or delivering furniture that is heavier than your lifting capabilities. Agape House leadership will either provide assistance or will provide the tools to perform the job adequately to avoid bodily injury. Incident Form is to be completed and filed after an injury or potential injury has occurred. Revised 6.21.21

If a volunteer has an accident or is injured while on a volunteer assignment, promptly report it to management, even minor ones. In advance of a potential injury, know where the first aid supplies are located, and, if an injury is very serious, call 911. Workplace safety is critical!

Food Safety:

It is vitally important that all food Agape House shares with its residents, volunteers or employees is safe to consume. For that reason, Agape House does not participate in potlucks or meal trains because it is difficult to assess the preparation, temperature and overall safety of the food.

All food brought into the organization for events must be pre-packaged or prepared in a commercial kitchen by individuals who have current "Arizona Food Handlers' Cards." Items purchased at local grocery deli or catering services are acceptable. Perishable foods must be refrigerated appropriately. Food that is beyond expiration dates must be disposed of promptly and may not be provided to anyone for consumption.

Ladder Safety:

No volunteers on ladders. Exemptions allowable for previously selected volunteer staff, please see Executive Director for clearance and permission. Pre-approval of ladder use must be approved by Executive Director. 6.21.21

Safety Training:

Safety training is held annually each February at the Volunteer Brunch. The safety program is compliant with state labor codes. CPR and First Aid are provided annually for volunteers and staff who would like to participate (staff may be required to complete the training). The safety policy is reviewed during the first volunteer orientation process.

The Executive Director is appointed to the role of Safety Director, to promote the well-being of volunteers, staff and board members. It is up to the discretion of the Safety Director to declare that a situation or condition may be unsafe for volunteers, staff or board members. The Safety Director may also give direction regarding an action to prevent illness or injury. After an injury or illness, an employee may return to work on a temporary light-duty assignment, if necessary, until the employee receives medical clearance to return to regular employment.

Driver Safety

Agape House of Prescott recognizes that our volunteers, board, and staff are our most valuable assets and the most important contributors to our continued growth and success. Agape House of Prescott will do everything possible to prevent workplace accidents and is committed to providing a safe working environment for all volunteers, board, or staff.

Motor vehicle accidents are a leading cause of work-related fatalities. The environment in which these accidents occur involves numerous complex factors, many uncontrollable. The purpose of Agape House of Prescott's Driver Safety Policy is to provide the means to reduce such factors to eliminate unnecessary injuries and fatal circumstances. We value our volunteers, board, and staff not only as volunteers, board, or staff but also as human beings who are crucial to the success of their families, the local community and Agape House of Prescott.

To further this goal, we have developed this Driver Safety Policy. This policy applies to all volunteers, board, and staff, whether they are driving a company vehicle, a rental vehicle for company business or a personal vehicle for company business.

Driver Eligibility:

Drivers must possess a valid driver's license for the type of vehicle to be operated, and keep the license(s) with them at all times while driving.

Driver Fitness:

Agape House of Prescott does not have drivers with a commercial driver's license (CDL) as volunteers. Instead, CDL drivers may be approved by the Board of Directors to donate their professional services.

Insurance Requirements:

Volunteers, board, or staff who use their personal vehicles for company business are required to carry adequate limits of liability, with a suggested minimum of \$100,000 for property damage and \$300,000 for bodily injury. A copy of the declaration page of your personal automobile insurance policy must be provided to Agape House of Prescott annually at your renewal date.

It is permissible to transport poinsettias and clients in the personal vehicles of board, staff and volunteers as long as the driver has been added to the **APPROVED DRIVERS LIST**. Transportation limitations and boundaries may need to be put into place. Limitations could include once a week transportation or four hours of travel time within a seven-day period. A man and woman are not to ride alone in a car together. A staff or volunteer driver should never be left with a child alone. Board approved 6.21.21.

The Great American Merriam Insurance will respond to liability losses after the driver's insurance is exhausted. This does not cover any damages to the driver's own vehicle. The driver and their own insurance company are responsible. Each driver is expected to maintain a minimum of 100/300 (or 300 combined single limit) on their own vehicle.

Basic Vehicle Operation Guidelines:

Volunteers, board, and staff are required to follow basic vehicle operation principles:

1. Always use seat belts.
2. Drive defensively. Always anticipate what other drivers on the road might do wrong and plan your mode of escape. Never move through traffic aggressively.
3. Respect speed limits and traffic signs. Follow all traffic signals.
4. Always lock the vehicle and apply the parking brake when getting out, even if it remains in sight.
5. When possible, avoid driving after midnight.
6. Avoid driving in dangerous conditions, including drowsiness and inclement weather.

Traffic Violations:

Agape House of Prescott is not responsible for any traffic violations or parking tickets acquired by violation of city ordinance, state or federal laws regarding your driving habits and operation of your motor vehicle. Any ticket issued is the responsibility of volunteer, board or staff, even if the ticket is issued while conducting business for Agape House of Prescott.

Volunteers and employees who drive Agape House vehicles must immediately report any traffic or DUI citations that they receive. If the citation negatively affects insurability, the volunteer or employee may be reassigned or they may no longer work as a volunteer or employee for Agape House, depending on the job performed and individual circumstances. In addition, employees and volunteers may use their personal vehicles for work-related tasks.

Refueling Guidelines:

For your safety when operating a vehicle, follow these guidelines:

1. Turn off the vehicle's engine while refueling.
2. Never smoke, light matches or use lighters while refueling.
3. Do not get into the vehicle during refueling, as this presents a flash fire hazard.
4. Do not overfill or top off the vehicle's fuel tank. The fuel dispenser shuts off automatically when the tank is full.
5. Never force the hold-open latch on the gasoline pump with any means other than the latch provided.

Distracted Driving:

Agape House of Prescott is committed to volunteer, board, and staff safety, and for this reason firmly prohibits all behavior that distracts volunteers, board, or staff while they are operating a company vehicle or driving their personal vehicles for Agape House business. General guidelines for behavior while driving are as follows.

1. Use of cellphones while driving is strictly prohibited—this includes all functions of the

cellphone including, but not limited to, phone calls, text messaging/SMS, email, MMS, internet use and camera use.

2. Use of electronic devices—including laptops, PDAs, cameras and pagers—while driving is strictly prohibited unless specifically outlined below.
3. Voicemail must handle all calls while driving, and calls may only be returned when stopped or pulled off the road.
4. Passengers making or taking calls for the driver is permissible provided the interaction does not affect the driver's performance.
5. Regular callers must be informed that you are unavailable while driving and be notified of the best times to call based on your driving schedule.
6. Volunteers, board, or staff who receive calls from co-workers or volunteers who are driving are obligated to ask that person call back at a more appropriate time.

Headset/Hands-Free Use

The use of headsets or hands-free devices while driving is permissible if:

1. The device is preapproved by Agape House of Prescott for use.
2. Use of the device does not cause distraction (for example, fiddling with the device or taking eyes off the road to get it to function properly).
3. Any dialing or use of the handset is handled while stopped or pulled to the side of the road.
4. Conversations do not interfere with the driver's ability to drive safely.
5. Road conditions are generally good and do not threaten your safety.

Agape House Vehicles:

The organization's vehicles are only to be used for work-related tasks and must not be diverted for personal use, even for a short period of time, unless authorized in advance by the Administrative Director. Volunteers and employees who drive organization-owned vehicles, or who are issued other organization-owned property must take care to safeguard them. Vehicles must always be locked when not in use, devices and other property must be stowed out of view or access by others, and volunteers and employees must always drive safely and attentively, abiding by all traffic laws. Only persons authorized in advance by the Administrative Director are permitted in Agape House vehicles. Volunteers and employees must immediately report to the Administrative Director any Agape House any damage to company vehicles.

Emergency Calls:

The only exception to the cellphone use guideline is calls placed to 911. If placing or accepting an emergency call, it should be kept short, with a hands-free option if available. The vehicle should be pulled over if possible.

GPS Systems:

Agape House of Prescott understands that sometimes, especially when traveling in unfamiliar areas, drivers require assistance with directions. GPS systems are extremely helpful devices, but they can also be distracting if used improperly. Volunteers, board, or staff must adhere to the following:

- Mounted GPS systems may not block or obstruct the driver's view in any way.

- GPS systems must be voice-narrated and must not require that the driver look away from the road to follow instructions.
- Volunteers, board, or staff may not program the system while in motion.
- Programming or otherwise engaging with the GPS screen may only occur while stopped or while pulled off the road.

MP3 and Other Audio Devices:

In some cases, worrying about music selection or touching dials and buttons on the radio, MP3 player or other audio device may be just as dangerous as cellphone use. It takes eyes and concentration off the road, which is not permissible under this policy. Agape House of Prescott allows volunteer, board, or staff use of personal, portable audio devices, because we do not want to eliminate volunteers, board, or staff's ability to enjoy music while behind the wheel. However, volunteers, board, or staff must follow these guidelines:

- Volunteers, board, or staff may not take their eyes off the road to adjust music settings.
- Programming music settings while stopped or pulled off the road or before departing is permissible behavior.
- Volunteers, board, or staff may not, under any circumstances, use MP3 players or other handheld electronic audio devices with headphones—not only is it illegal in most states, it also impedes the driver's ability to properly hear warning signs, signals or sirens.

Accident Investigation Procedures:

Agape House of Prescott realizes some accidents are not preventable. Drivers should seek medical attention immediately, if necessary. Supervisors and drivers will be trained in post-accident procedures to secure the details of the accident and document the damage. Providing detailed facts of the accident will help our insurance carrier deter fraudulent third-party insurance schemes.

All drivers will be supplied with an accident claims kit, a pen and a disposable camera. Drivers are required to document all details of the accident: traffic flow, speed limits, stop lights/signs, weather conditions, citations issued, etc. Pictures should be taken to document the extent of damage to all vehicles involved. Once this information is secured, the driver is to report all accidents immediately to his or her supervisor.

Prohibited Behavior:

Behaviors that may result in suspension or termination of employment or volunteer assignment include:

- Driving while under the influence of drugs or alcohol
- Negligent homicide
- Operating a vehicle with a suspended license
- Using a motor vehicle for commission of a felony
- Aggravated assault with a motor vehicle
- Reckless driving
- Hit and run
- Three convictions for moving violations
- Three or more major traffic violations
- More than two preventable accidents involving personal injury or property damage in any three-year period

Volunteer, Board or Employee Acknowledgment:

Motor vehicle accidents are a leading cause of work-related fatalities. The environment in which these accidents occur involves numerous complex factors, many uncontrollable. The purpose of Agape House of Prescott's Driver Safety Policy is to provide the means to reduce such factors to eliminate unnecessary injuries and fatal circumstances. We value our volunteers, board, or staff not only as volunteers, board, or staff but also as human beings who are crucial to the success of their families, the local community and Agape House of Prescott.

Agape House of Prescott encourages its volunteers, board, or staff to take a proactive approach in identifying potential hazards by promptly reporting them to their supervisor.

A motor vehicle report (MVR) will be requested minimally once per year. Management reserves the right to use its discretion in determining an unsatisfactory MVR. As a guideline, two violations in the past three years will be grounds for an unsatisfactory MVR and may be cause for volunteer team redirection. You may need to volunteer on a different team, rather than furniture angels or poinsettias driver team.

Agape House of Prescott conducts random drug and alcohol testing. Driving under the influence of alcohol or other illegal substances is grounds for termination.

Drivers will be supplied with an accident claim kit, a pen and a disposable camera. Drivers are required to document details of the accident: traffic flow, speed limits, stop lights/signs, weather conditions, citations issued, etc. Pictures should be taken to document the extent of damage to all vehicles involved. REPORT ACCIDENTS IMMEDIATELY TO YOUR DISPATCHER OR SUPERVISOR.

Personal use of company vehicles is prohibited without prior permission from management.

I have read and understand Agape House of Prescott's Driver Safety Policy, and its requirements and expectations of me as a volunteer, board, or staff. My signature on this handbook acknowledgment affirms my understanding of this policy and agreement to follow it.

Drug-Free Workplace

It is the policy of Agape House of Prescott to maintain a drug- and alcohol-free work environment that is safe and productive for employees, clients, and volunteers. Substance abuse, while at or outside of work, can seriously endanger the safety of volunteers, employees and others. It can also cause other workplace problems; such as increased injuries, absenteeism, and health issues; and decreased productivity and a decline in quality and services provided by the organization. For those reasons, the unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug or the misuse of legal drugs while on organization premises, client premises, or while performing services for the organization is strictly prohibited.

Employees and volunteers are prohibited from bringing drug paraphernalia; such as syringes, pipes or spoons; onto Agape House property or client premises. An exception may be when the employee or volunteer has a documented medical need to carry a syringe, management has approved it, and the individual takes measures to safeguard it from others.

Agape House also prohibits employees and volunteers from reporting to work or performing services while impaired by alcohol or marijuana; or possessing or consuming alcohol or marijuana while on duty (including while driving) or during work hours. Employees or volunteers who consume alcohol or marijuana before work, during work, or on their lunchbreak will be subject to immediate separation from employment, or the end of the volunteer relationship with Agape House.

Background Checks

All volunteers at Agape House who may have contact with clients are required to undergo a criminal background check. A criminal conviction is not an absolute bar to volunteering. The length of time since the conviction, the satisfactory completion of post-conviction penalties, the nature of the conviction and how those factors relate to the work that the volunteer may do, will be considerations in determining if the individual will be assigned volunteer work.

Existing volunteers should disclose to the Administrative Director any arrests or convictions that occur during the volunteer relationship. A criminal background check may be conducted to verify the volunteer's report, or the volunteer may be asked to provide supporting documentation. After reviewing the information, a determination will be made about the feasibility of continued service to Agape House, based on the individual circumstances involved.

Workplace Violence Prevention

Agape House is committed to providing a safe, violence-free workplace for our employees, clients, volunteers, and other visitors. Consequently, employees and volunteers are discouraged from engaging in a physical confrontation with a violent or potentially violent individual and employees and volunteers are prohibited from behaving in a threatening or violent manner towards others.

Threats, threatening language, or any other acts of aggression or violence made toward or by any employee or volunteer will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, or destructive actions. Any such act or threatening behavior by an employee or volunteer may result in serious corrective action, which could include immediate separation from employment or volunteer assignment.

Any employee or volunteer who witnesses or is the recipient of behavior that violates this policy should promptly inform management. All reports will be investigated, and appropriate action will be taken. Employees and volunteers will not be subject to retaliation or discipline for making a good faith report of a threat or aggressive behavior.

Many of our clients or potential clients face emotional and physical challenges, and there may be times when they are excitable, impatient, and possibly violent. Being calm, showing empathy and acknowledging their needs may deescalate the situation. However, at all times, employees and volunteers should be prepared to take precautionary measures to get away from potentially violent individuals.

Agape House prohibits the possession of weapons on its property at all times, including in organization-owned vehicles. Additionally, while on duty, employees and volunteers may not carry

a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic weapons, and knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages, cut string, and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee or volunteer who violates this policy will be subject to serious corrective action, which could include dismissal or termination of the volunteer relationship for the first offense.

The organization reserves the right to inspect all belongings of employees and volunteers on its premises, including packages, briefcases, purses, gym bags, and personal vehicles on Agape House property. In addition, Agape House may inspect the contents of lockers, storage areas, file cabinets, desks, and work stations at any time and may remove all Agape House property and other items that are in violation of the organization's rules and policies.

Any individual engaging in violence against the organization, its employees, clients, volunteers, or property may be prosecuted to the full extent of the law.

Employees or volunteers who have filed a restraining order against an individual as a precaution against future violence, must provide a copy of the order to the Administrative Director if the restrained individual would be in violation of the order by coming near the employee's or volunteer's place of work. Management will work with the individual and, depending on the circumstances, local police, to discuss a safety plan for that person. Volunteers may be asked to cease volunteering for a period of time to lessen the risk.

Smoke-Free Workplace

Consistent with Arizona law, Agape House is a smoke-free employer and place of business. "Smoking" includes the use of all tobacco products; such as cigarettes, cigars, pipes, chewing tobacco, snuff and electronic smoking devices. Smoking is not allowed in the Agape House office, on Agape House property, or while performing work off-site for Agape House.

Smoking is only permitted during break times in designated outdoor areas. Employees and volunteers using these areas are expected to dispose of any smoking debris safely and properly.

❖ A FEW CLOSING WORDS

Once again, welcome to Agape House! We hope that this handbook answers most of your questions. We want you to be well-informed and successful as a volunteer. If you still have questions or need clarification, please speak with the Administrative Director. Keep this handbook for future reference. Policies and practices may change from time to time, at the organization's discretion. Volunteer Handbook Acknowledgment form is required to be signed annually. Revised 1.17.22

It is through our combined hard work, collaboration and dedicated service to our clients that we will accomplish our mission to house homeless families and assist them with finding self-sustaining independence. We believe in a work and volunteer environment that is open and honest, where all people are treated respectfully, and where new ideas are encouraged. You're a very important member of our team! We hope that you will enjoy your Agape House experience!

**Agape House of Prescott
Volunteer Handbook**

Appendix

- A. Crisis Intervention Plan**
- B. Opportunity for Improvement Form**
- C. Conflict of Interest Disclosure Statement**
- D. Agreement to Maintain Confidentiality**
- E. Volunteer Handbook Acknowledgment Form**



303 E. GURLEY ST. #459 PRESCOTT, AZ 86301 WWW.AGAPEHOUSEPRESCOTT.ORG 928-910-1089

CRISIS INTERVENTION PLAN

6. In Case of Emergency Please Call 911. Address: _____ Prescott, AZ 86303

7. Parent
 - Polara Health 445-5211 or 1.800.293.7730
 - Crisis Intervention 877-756-4090 or 445-5211
 - CFSS- Child and Family Support Services 775-2500 After Hours: 928.266.5640
 - Local 24 hr Crisis Line: 928-445- HOPE
 - Suicide Prevention Hotline: 1.800.273.TALK
 - Your Therapist: _____

8. Child/Children
 - Department of Child Services 928.759.1780
 - Polara Health 928.445.5211 or 1.800.293.7730
 - CFSS- Child and Family Support Services 775-2500 or After Hours 928.266.5640
 - Child's Therapist: _____

9. Emergency Contact for Adult: _____
Emergency Medical Power of Attorney: _____

10. Emergency Contact including immediate childcare for Children: _____
Second Emergency Contact for Children: _____

OTHER IMPORTANT NUMBERS

Resident Care Director/ Mentor: _____
Discipleship Director/ On-site: _____

Plumber: If not an emergency call to schedule with PATRIOT plumbing at 928.499.9979, in emergency call on site director. Revision 6.21.21

Agape House of Prescott is happy to have you with us!

Agape House of Prescott Opportunity for Improvement Form

The Opportunity for Improvement form is used for suggestions, confrontation, or possible conflict resolutions to be addressed by the Administrative Director. At Agape House of Prescott, we value our employees and volunteers, as well as their input to the organization. We wish for each employee and volunteer to be heard, understood, and valued. We appreciate your time in completing the information below.

First Step

Prior to engaging the Administrative Director, have you first approached your team leader? If you were not satisfied with the team leader's response, have you and one other team member approached the team leader together?

Second Step

1. Describe the opportunity for improvement and desired outcome.

2. Options available/ possible resolutions:

3. Expected positive outcomes of implementing above.

4. Please list your commitment and planned actions to resolve this matter.

SUBMITTED BY (PRINTED NAME): _____

SIGNATURE and DATE: _____

Agape House of Prescott

Conflict of Interest Disclosure Statement

This form must be completed by all employees, Board Members, and Volunteers in positions that may influence the actions of Agape House of Prescott.

Note: This statement of disclosure requires you to provide information about yourself and certain parties that are related to you. These persons are termed “affiliated persons” and include the following: Your spouse, domestic partner, child, mother, father, brother or sister; Any corporation or organization of which you are a board member, an officer, a partner, participate in management or are employed by, or are directly or indirectly, a debt holder or the beneficial owner of any class of equity securities; and Any trust or other estate in which you have a substantial beneficial interest or as to which you serve as a trustee or in a similar capacity.

1. Printed Name of Employee, Board Member, or Volunteer: _____

2. Capacity: Employee, Board Member, or Volunteer: _____

3. Have you or any of your affiliated persons provided services or property to Agape House of Prescott in the past year? **__ YES_ NO** If yes, please describe the nature of the services or property and if an affiliated person is involved, the identity of the affiliated person and your relationship with that person.

4. Have you or any of your affiliated persons purchased services or property from Agape House of Prescott in the past year? **__ YES_ NO** If yes, please describe the nature of the services or property and if an affiliated person is involved, the identity of the affiliated person and your relationship with that person. _

5. Please indicate whether you or any of your affiliated persons had any direct or indirect interest in any business transaction(s) in the past year to which Agape House was or is a party? **__ YES_ NO** If yes, please describe the nature of the services or property and if an affiliated person is involved, the identity of the affiliated person and your relationship with that person.

6. Were you or any of your affiliated persons indebted to pay money to Agape House at any time in the past year (other than travel advances or the like)? **__ YES ___ NO** If yes, please describe the indebtedness and if an affiliated person is involved, the identity of the affiliated person and your relationship with that person:

Attestation by Employee, Board Member or Volunteer: I confirm that the information I have provided in this Statement of Disclosure is true and complete.

Signature

Date Signed

Agape House of Prescott
EMPLOYEE AND VOLUNTEER
AGREEMENT TO MAINTAIN CONFIDENTIALITY

I acknowledge that during the course of performing my assigned duties at Agape House of Prescott, I may have access to or use confidential resident, staff, volunteer, or donor information. I agree to handle such information in a confidential manner at all times during and after my employment or volunteer assignment ends. I have read the Confidential Information Policy, which is in both the Employee and Volunteer Handbooks, and understand the following:

Confidential information is any information I learn because of employment or volunteer assignment with Agape House that is not generally known to people outside of the organization. Information about residents, donors, donations, volunteers, and financial information relating to the organization; are among the information that must be kept strictly confidential. Employees and volunteers who work in positions where they are privy to personal information regarding employees (such as performing human resources or payroll tasks) must also keep that employee information confidential.

I understand that I must never provide identifying information about residents when having personal discussions, doing presentations on behalf of Agape House, or in other settings where the recipients of the information do not have a legitimate need to know the information. This includes safeguarding first names, last names, ages, race, personal histories, where they have lived, and any other information that may allow someone to identify them.

I understand that I have a **legal obligation** to keep confidential our residents' 1) past, present or future physical and mental health or conditions; and, 2) the services that we are providing to them. Only persons with a clear need to know should receive such information. All employees and volunteers must keep PHI strictly confidential, including being careful to avoid being overheard by other residents or volunteers when discussing a resident's needs. In addition, I will not take photos or videos of residents without prior permission. If permission is granted, I will have an Agape House of Prescott photo release form filled out and signed.

I also understand that employees and volunteers who improperly use or disclose confidential Agape House or resident information, including PHI, will be subject to corrective action, which could include termination of employment or volunteer assignment, or legal action, even if they do not benefit from the disclosed information. ***This confidentiality obligation continues even after employees and volunteers no longer work or volunteer for Agape House***

When my employment or volunteer assignment ends, I agree to return to the Administrative Director all Agape House confidential materials that I may possess. I further agree to not use or share with others, any confidential information for any reason. I will not give professional direction to residents after my employment or volunteer assignment ends.

Signature of Employee/Volunteer

Date Signed

Printed Name of Employee/Volunteer

Please return this signed acknowledgment form to the Administrative Director.

Agape House of Prescott
VOLUNTEER HANDBOOK ACKNOWLEDGMENT

I have received the Volunteer Handbook of Agape House of Prescott. I understand and agree that it is my responsibility to read and comply with the policies in this handbook, and any future revisions, within one week of receiving it. The Volunteer Handbook Acknowledgment Form must be signed annually each February or the volunteer will automatically default to INACTIVE VOLUNTEER on March 1st until the paperwork is completed.

If I will be driving a vehicle on behalf of Agape House, I specifically will read the Driver Safety Policy and agree to abide by it. It is my responsibility to regularly review the handbook to ensure that I am familiar with the policies and consult with management if I have questions.

I understand that the handbook and all other written or electronic materials provided to me are intended for informational purposes only, and are subject to interpretation, review, and change by management at any time without notice. Neither the handbook, the organization's policies or procedures, nor other communications create an employment contract or contract to volunteer for any specific period of time.

I agree that my volunteer assignment may be terminated by me or management with or without reason at any time.

When my volunteer assignment ends, I agree to return to the Administrative Director all Agape House confidential materials that I may possess. I will not give professional direction to residents after my volunteer assignment ends, unless otherwise authorized by Agape House.

I also understand that I have a continuing legal obligation to maintain the confidentiality of client protected health information (PHI). If I leave Agape House, either voluntarily or involuntarily, my obligation to not disclose any confidential client, donor, employee or other confidential Agape House information will continue even after I am no longer volunteering. Revised 1.17.22

***Volunteer Handbook Acknowledgment Form must be signed annually. With signature a commitment is made to uphold and abide by the policies within the Volunteer Handbook including; Boundaries, Non-Discrimination Policy, Statement of Faith, Safety and Drivers Safety Policy, Whistleblower Policy, and Volunteer Work Ethic and Conduct, Conflict of Interest Policy, Confidentiality Statement, and Photo Release. Revised 1.17.22**

Volunteer's Signature

Date Signed

Volunteer's Name (Printed)

Please return this signed acknowledgment form to the Administrative Director.