



## People's Self-Help Housing

## Volunteer Policies and Procedures Quick-Fact Sheet

*\*Please note: This list is by no means exhaustive. For further details, please refer to the Peoples' Self-Help Housing Volunteer Handbook.*

1. People's Self-Help Housing Corporation (PSHHC) is an equal opportunity employer. PSHHC is committed to providing a work environment free of harassment, discrimination, retaliation and disrespectful or other unprofessional conduct based on sex (including pregnancy, childbirth, breastfeeding or related medical conditions), race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin (including language use restrictions and possession of a driver's license issued under Vehicle Code section 12801.9), ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, military and veteran status or any other basis protected by federal, state or local law or ordinance or regulation. It also prohibits discrimination, harassment, disrespectful or unprofessional conduct based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. In addition, PSHHC prohibits retaliation against individuals who raise complaints of discrimination or harassment or who participate in workplace investigations.
2. Be aware that your position responsibilities may change at any time during your volunteering. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or Peoples' Self-Help Housing Corporation.
3. PSHH is committed to providing a work environment free from unlawful harassment [see Volunteer Handbook for a detailed list of what constitutes unlawful harassment]. Please report all incidents of harassment to Human Resources or your supervisor immediately.
4. Volunteers are expected to report to their assignment as scheduled, and remain there for the entirety of the agreed upon schedule. You must call your supervisor at least one hour before the start time to inform them of any circumstances that prevent you from arriving on time or at all.
  - a. Volunteers have the right to voluntarily terminate the at-will volunteering relationship. Voluntary termination occurs when a volunteer voluntarily resigns his or her volunteering assignment at Peoples' Self-Help Housing Corporation, or fails to report to work for three consecutively scheduled workdays without notice to, or approval by, his or her supervisor.
5. With regards to alcohol, illegal drugs, and controlled substances, the following rules and standards of conduct apply to all volunteers either on PSHHC property or during the workday. Violations will not be tolerated. Behavior that violates PSHHC policy includes:
  - a. Possession or use of an illegal or controlled substance, or being under the influence of an illegal or controlled substance while on assignment;
  - b. Driving a PSHHC vehicle while under the influence of alcohol or drugs; and
  - c. Distribution, sale, or purchase of an illegal or controlled substance while on the job.
6. Volunteers are expected to dress neatly and in a manner consistent with the nature of the work performed. Volunteers who report to their assignment inappropriately dressed may be asked to clock out and return in acceptable attire.

- a. Shorts, tank or halter-tops, and other excessively revealing clothing are not permitted for any volunteers. All clothing should be clean and without rips or holes. Visible tattoos and piercings are not appropriate in the workplace. Please remove piercing jewelry and cover all tattoos.
7. Volunteers are expected to be professional, courteous, and attentive to every visitor and member of the public. When a volunteer encounters an uncomfortable situation that he or she does not feel capable of handling, a supervisor should be called immediately.
8. Each volunteer is responsible for safeguarding confidential information obtained during volunteering. In the course of your assignment, you may have access to confidential information regarding Peoples' Self-Help Housing, its suppliers, its tenants, employees, clients, and perspective tenants, and members of the public or perhaps even fellow volunteers. Volunteers cannot reveal or divulge any such information unless it is necessary for you to do so in the performance of your duties.
9. Only contact people designated by the Executive Director may comment to any media contact on Peoples' or Duncan Group Corporate policy, programs, ongoing activities, or events relevant to Peoples' and Duncan Group organizations.
  - a. Media contacts or representatives should not be allowed access to Peoples' complexes or residents for pictures or interviews without the approval of the Executive Director, and with a Senior Staff representative or our media contact present.
10. Smoking is not allowed in any enclosed area of PSHHC property, or properties managed by PSHHC or its agents.
11. A volunteer's personal property, including but not limited to packages, purses, backpacks, and vehicles, are subject to inspection and search without notice while on company premises. Volunteers should not have an expectation of privacy in the workplace. Conversely, please follow these guidelines to help maintain a secure workplace:
  - a. Be aware of persons loitering for no apparent reason in parking areas, walkways, entrances and exits, and service areas.
  - b. Report any suspicious persons or activities to a supervisor.
  - c. Secure your desk or office at the end of the day. When called away from your work area, do not leave valuables and/or personal articles in or around your workstation.
12. In order to ensure efficient operation of PSHHC's business and to prevent disruption to volunteers, PSHHC has established control of solicitations and distribution of literature on PSHHC property. All volunteers are expected to comply strictly with the following rules:
  - a. No volunteer shall solicit or promote support for any cause or organization during his or her assignment time or during the assignment time of the volunteer or volunteers at whom such activity is directed.
  - b. No volunteer shall distribute or circulate any written or printed material in assignment areas at any time, or during his or her working time or during the assignment time of the volunteer or volunteers at whom such activity is directed.
  - c. Under no circumstances will non-volunteers be permitted to solicit or to distribute written material for any purpose on PSHHC property.
13. Volunteers are to conduct only People's Self-Help Housing Corporation business while at their assignment. Volunteers may not conduct personal business or business for another employer during assignment hours.
14. If you are injured during your assignment, report the incident to your supervisor or to the PSHH Community Builder.
15. As a general rule, whenever you have a question or need to report something, see your supervisor first. If they are unavailable or if there is a conflict of interest, see the PSHH Community Builder.