



# **Volunteer Handbook**

**(Revision date: 8/10/2022)**

## **WELCOME**

Welcome to People's Self Help Housing. You are part of an organization whose major purpose is to provide affordable housing and programs, leading to self-sufficiency, for low-income families, seniors and other special needs groups on the California Central Coast.

As a volunteer, you will want to know what is expected of you and what is available to you as a member of the PSHHC team. As an organization we have much to offer our volunteers and those we serve. We hope you share our view.

This Handbook will give you a brief introduction to PSHHC and the policies under which it operates. If you cannot find the information you need, please ask your volunteer coordinator. This Handbook is designed to meet the needs of both new, returning and current volunteers.

We are thrilled you have chosen to support the PSHH organization and apply your expertise and skills by contributing your time and efforts in support of those we serve. We hope you find your association with PSHH fulfilling, rewarding and challenging.

Ken Trigueiro  
CEO & President

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## **Binding Arbitration**

Any controversy, dispute and/or claim arising out of, relating to or having any relationship or connection whatsoever with volunteering with PSHHC or termination of such volunteering, whether based in tort, contract, statutory or equitable law, or otherwise, shall be resolved by final and binding arbitration. The arbitration shall be conducted by a single neutral arbitrator and take place in Santa Barbara, California. The arbitrator shall be selected by mutual agreement of the volunteer and PSHHC. If the volunteer and PSHHC are not able to agree, either or both of them may petition the Santa Barbara Superior Court, located in Santa Barbara, CA, for the appointment of an arbitrator, and such appointment shall be binding upon them. The arbitration shall be conducted in accordance with California Code of Civil Procedure § 1282.2. Discovery may be had upon application to the arbitrator, who shall allow such discovery as he/she may determine is reasonably necessary to enable each party to vindicate their claims and shall have the power to enforce his/her discovery orders by such means as he/she deems appropriate. The arbitrator shall issue a written, reasoned decision that reveals the essential findings and conclusions on which the award is based. The arbitrator shall have the power to award any remedy authorized by the laws related to the claims asserted in the arbitration, including reasonable attorneys' fees and costs if authorized by such laws. Judgment on the award rendered by the arbitrator may be entered in the Santa Barbara County Superior Court, located in Santa Barbara, CA. PSHHC shall pay the administrative fees and arbitrator's fees incurred in any such arbitration.

The volunteer and PSHHC understand that by agreeing to binding arbitration, each is expressly waiving the right to sue in court and the right to a jury trial to which they may otherwise be entitled by law.

## **EEO**

People's Self-Help Housing Corporation (PSHHC) is an equal opportunity employer and makes employment and volunteering decisions on the basis of merit. We want to have the best available persons in every job. PSHHC policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination 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. All such discrimination is unlawful.

PSHHC is committed to compliance with all applicable laws providing equal employment and volunteering opportunities. This commitment applies to **all** persons involved in PSHHC operations and prohibits unlawful discrimination by any volunteer of PSHHC, including supervisors and coworkers.

To comply with applicable laws ensuring equal employment volunteering opportunities to qualified individuals with a disability, PSHHC will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an volunteer unless undue hardship to PSHHC would result.

Any applicant or volunteer who requires an accommodation in order to perform the essential functions of the job should contact the Human Resources Manager and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. PSHHC then will conduct an investigation to identify the barriers that interfere with the equal opportunity of the applicant or volunteer to perform his or her job. PSHHC

will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship, PSHHC will make the accommodation.

If you believe that you have been the victim of any type of discrimination, immediately report the incident to Human Resources. If the alleged offender is a member of Human Resources, or if for any reason you feel uncomfortable about making a report to Human Resources, report the harassment to another supervisor of PSHHC.

PSHHC will promptly investigate any such report and provide a written conclusion. Those filing a complaint are advised that the investigator may need to discuss any and all circumstances, interviews, and findings associated with this complaint with various PSHHC or possibly outside personnel on a "need to know" basis. We therefore cannot promise complete confidentiality or anonymity to a complainant.

If the complaint is found to have merit, PSHHC will take corrective action as deemed necessary, such as disciplinary action, up to and including possible termination, of any individual who is found to have violated this prohibition against discrimination.

## **Job Duties**

Your supervisor will explain your job responsibilities and the performance standards expected of you. Be aware that your job 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. Your cooperation and assistance in performing such additional work is expected.

People's Self-Help Housing Corporation reserves the right, at any time, with or without notice, to alter or change volunteer responsibilities, reassign or transfer volunteer positions, or assign additional responsibilities.

## **Work Schedules**

People's Self-Help Housing Corporation is normally open for business between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday. Your supervisor will assign your individual volunteer schedule.

## **Harassment, Discrimination and Retaliation Prevention Policy**

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.

**All such conduct violates PSHHC policy.**

## **Harassment Prevention**

PSHHC's policy prohibiting harassment applies to all persons involved in the operation of PSHHC. PSHHC prohibits harassment, disrespectful or unprofessional conduct by any employee of PSHHC, including supervisors, managers and co-workers. PSHHC's anti-harassment policy also applies to vendors, customers, independent contractors, unpaid interns, volunteers, persons providing services pursuant to a contract and other persons with whom you come into contact while working.

Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behavior:

- *Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, comments, posts or messages;*
- *Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;*
- *Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;*
- *Threats and demands to submit to sexual requests or sexual advances as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors;*
- *Retaliation for reporting or threatening to report harassment; and*
- *Communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law or by company policy.*

Sexual harassment does not need to be motivated by sexual desire to be unlawful or to violate this policy. For example, hostile acts toward an employee because of his/her gender can amount to sexual harassment, regardless of whether the treatment is motivated by sexual desire.

Prohibited harassment is not just sexual harassment but harassment based on any protected category.

## **Non-Discrimination**

PSHHC is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in PSHHC operations. PSHHC prohibits unlawful discrimination against any job applicant, employee or unpaid intern by any employee of PSHHC, including supervisors and coworkers.

## **Anti-Retaliation**

PSHHC will not retaliate against any individual for filing a complaint or participating in any workplace investigation and will not tolerate or permit retaliation by management, employees, co-workers, or other volunteers.

## **Reasonable Accommodation**

Discrimination can also include failing to reasonably accommodate religious practices or qualified individuals with disabilities where the accommodation does not pose an undue hardship.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, PSHHC will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any volunteer, job applicant or employee who requires an accommodation in order to perform the essential functions of their position should contact a PSHHC representative with day-to-day personnel responsibilities and discuss the need for an accommodation. PSHHC will engage in an interactive process with the volunteer, applicant or employee to identify possible accommodations, if any that will help the individual perform the role. A volunteer, applicant, employee or unpaid intern who requires an accommodation of a religious belief or practice (including religious dress and grooming practices, such as religious clothing or hairstyles) should also contact a PSHHC representative with day-to-day personnel responsibilities and discuss the need for an accommodation. If the accommodation is reasonable and will not impose an undue hardship, PSHHC will make the accommodation.

PSHHC will not retaliate against you for requesting a reasonable accommodation and will not knowingly tolerate or permit retaliation by management, employees, co-workers or other volunteers.

## **Complaint Process**

If you believe that you have been the subject of harassment, discrimination, retaliation or other prohibited conduct, bring your complaint to your volunteer coordinator, any other PSHHC manager, Human Resources or the President as soon as possible after the incident. You can bring your complaint to any of these individuals. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact Human Resources. Please provide all known details of the incident or incidents, names of individuals involved and names of any witnesses. It would be best to communicate your complaint in writing, but this is not mandatory.

PSHHC encourages all individuals to report any incidents of harassment, discrimination, retaliation or other prohibited conduct forbidden by this policy immediately so that complaints can be quickly and fairly resolved.

You also should be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment, discrimination and retaliation in employment. If you think you have been harassed or discriminated against or that you have been retaliated against for resisting, complaining or participating in an investigation, you may file a complaint with the appropriate agency. The nearest office can be found by visiting the agency websites at [www.dfeh.ca.gov](http://www.dfeh.ca.gov) and [www.eeoc.gov](http://www.eeoc.gov).

Volunteer Coordinators and Supervisors must refer all complaints involving harassment, discrimination, retaliation or other prohibited conduct to Human Resources so PSHHC can try to resolve the complaint.

When PSHHC receives allegations of misconduct, it will immediately undertake a fair, timely, thorough and objective investigation of the allegations in accordance with all legal requirements. PSHHC will reach reasonable conclusions based on the evidence collected.

PSHHC will maintain confidentiality to the extent possible. However, PSHHC cannot promise complete confidentiality. The organization's duty to investigate and take corrective action may require the disclosure of information to individuals with a need to know.

Complaints will be:

- *Responded to in a timely manner*
- *Kept confidential to the extent possible*
- *Investigated impartially by qualified personnel in a timely manner*
- *Documented and tracked for reasonable progress*
- *Given appropriate options for remedial action and resolution*
- *Closed in a timely manner*

If PSHHC determines that harassment, discrimination, retaliation or other prohibited conduct has occurred, appropriate and effective corrective and remedial action will be taken in accordance with the circumstances involved. PSHHC also will take appropriate action to deter future misconduct.

Any individual determined by PSHHC to be responsible for harassment, discrimination, retaliation or other prohibited conduct will be subject to appropriate disciplinary action, up to, and including termination and/or the end of the volunteer relationship. Volunteers should also know that if they engage in unlawful harassment, they can be held personally liable for the misconduct.

### **Open-door**

Suggestions for improving People's Self-Help Housing Corporation are always welcome. Complaints of harassment or discrimination are to be governed and handled in accordance with the Harassment Policy. At some time, you may have a complaint, suggestion, or question about your job, your working conditions, or the treatment you are receiving. Your good-faith complaints, questions, and suggestions also are of concern to PSHHC. Please first discuss your concerns with your supervisor or Human Resources, following these steps:

- *Within a week of the occurrence, bring the situation to the attention of your volunteer coordinator, department lead or Human Resources, who will then investigate and provide a solution or explanation;*
- *This procedure, which we believe is important for both you and PSHHC, cannot guarantee that every problem will be resolved to your satisfaction. However, Peoples' Self-Help Housing Corporation values your observations and you should feel free to raise issues of concern, in good faith, without the fear of retaliation.*



## **Conflicts of Interest**

All volunteers must avoid situations involving actual or potential conflict of interest. Personal or romantic involvement with a competitor, supplier, resident, client or employee of Peoples' Self-Help Housing Corporation, which impairs a volunteer's ability to exercise good judgment on behalf of PSHHC, creates an actual or potential conflict of interest. Supervisor-subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment, and morale problems.

### **Notice**

A volunteer involved in any of the types of relationships or situations described in this policy should immediately and fully disclose the relevant circumstances to his or her immediate supervisor, or any other appropriate supervisor, for a determination about whether a potential or actual conflict exists. If an actual or potential conflict is determined, People's Self-Help Housing Corporation may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action.

## **Termination of the Volunteering Relationship**

In case of a violation of PSHHC's policies and/or rules, PSHHC may, in its sole discretion, utilize whatever form of disciplinary action it deems appropriate under the circumstances, up to, and including, ending the volunteering assignment. Nothing in this policy shall be deemed to imply that a violation of PSHHC policies and/or rules is a prerequisite to the termination of any volunteer's assignment, or be construed as an implied or express promise not to terminate except for cause, or to otherwise modify or abrogate the at-will nature of the volunteering relationship or PSHHC's right to terminate the volunteering of any volunteer without cause.

All volunteers have the right to voluntarily terminate the at-will volunteering relationship. Voluntary termination occurs when a volunteer opts to resigns his or her volunteering assignment at People's Self-Help Housing Corporation, or fails to report to their volunteer site for three consecutively scheduled days without notice to, or approval by, his or her supervisor.

All PSHHC-owned property, including vehicles, keys, uniforms, identification badges, credit cards, cell phones, computers, pagers, and any files or other proprietary information must be returned immediately upon termination of the volunteering assignment.

## Prohibited Conduct

The following conduct is prohibited and will not be tolerated by Peoples' Self-Help Housing Corporation. This list of prohibited conduct is illustrative only; other types of conduct that threaten or adversely affect security, personal safety, volunteer welfare, and/or PSHHC's reputation, funding, working environment, smooth and efficient functioning, or any other aspect of its operations also are prohibited

- *Falsifying PSHHC records;*
- *Theft and deliberate or careless damage or destruction of any PSHHC property, or the property of any volunteer or customer;*
- *Removing or borrowing PSHHC property without prior authorization;*
- *Unauthorized or excessive personal use of PSHHC equipment, time, materials, or facilities;*
- *Provoking a fight or fighting during working hours or on PSHHC property;*
- *Participating in horseplay or practical jokes on PSHHC time or on PSHHC premises;*
- *Carrying firearms or any other dangerous weapons on PSHHC premises at any time;*
- *Engaging in criminal conduct whether or not related to job performance;*
- *Causing, creating, or participating in a disruption of any kind during working hours on PSHHC property;*
- *Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a supervisor or member of management, or the use of abusive or threatening language toward a supervisor or member of management;*
- *Using abusive language at any time on PSHHC premises;*
- *Failing to notify a supervisor when unable to report to volunteer site;*
- *Unreported absence of three consecutive scheduled days;;*
- *Failing to obtain permission to leave their volunteer site for any reason during scheduled volunteer hours;*
- *Failing to provide a physician's certificate when requested or required to do so;*
- *Sleeping or malingering on the job;*
- *Using PSHHC equipment to access, view, transmit, or store sexually explicit materials;*
- *Wearing unprofessional or inappropriate styles of dress or hair while volunteering;*
- *Violating any safety, health, security or PSHHC policy, rule, or procedure;*
- *Committing a fraudulent act or a breach of trust under any circumstances; and*
- *Committing of or involvement in any act of unlawful harassment of another individual.*
- *Violation of any policy in this handbook.*

This statement of prohibited conduct does not alter PSHHC's policy of at-will volunteering. Either you or People's Self-Help Housing Corporation remains free to terminate the volunteering relationship at any time, with or without reason or advance notice.

## **Drug and Alcohol Abuse**

People's Self-Help Housing Corporation is concerned about the use of alcohol, illegal drugs, or controlled substances as it affects the volunteering site. Use of these substances, whether on or off the job can detract from a volunteer's performance, efficiency, safety, and health, and therefore seriously impair the volunteer's value to PSHHC. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other volunteers and exposes PSHHC to the risks of property loss or damage, or injury to other persons.

Furthermore, the use of prescription drugs and/or over-the-counter drugs also may affect a volunteer's job performance and may seriously impair the volunteer's value to PSHHC.

The following rules and standards of conduct apply to all volunteers either on PSHHC property or during the day. Behavior that violates PSHHC policy includes:

- *Possession or use of an illegal or controlled substance, or being under the influence of an illegal or controlled substance while on the job;*
- *Driving a PSHHC vehicle while under the influence of alcohol or drugs; and*
- *Distribution, sale, or purchase of an illegal or controlled substance while on the job.*

Violation of these rules and standards of conduct will not be tolerated. Peoples' Self-Help Housing Corporation also may bring the matter to the attention of appropriate law enforcement authorities.

In order to enforce this policy, Peoples' Self-Help Housing Corporation reserves the right to conduct searches of PSHHC property or volunteers and/or their personal property, and to implement other measures necessary to deter and detect abuse of this policy.

An volunteer's conviction on a charge of illegal sale or possession of any controlled substance while off PSHHC property will not be tolerated because such conduct, even though off duty, reflects adversely on Peoples' Self-Help Housing Corporation. In addition, PSHHC must keep people who sell or possess controlled substances off PSHHC premises in order to keep the controlled substances themselves off the premises.

Any volunteer who is using prescription or over-the-counter drugs that may impair the volunteer's ability to safely perform the job, or affect the safety or well being of others, must notify a supervisor of such use immediately before starting or resuming scheduled volunteering.

## **Punctuality and Attendance**

Volunteers are expected to report to their volunteer site as scheduled, on time, and prepared to start. Volunteers also are expected to remain at their volunteer site for their entire schedule or when required to leave on authorized PSHHC business. Late arrival, early departure, or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided.

If you are unable to report for your volunteer assignment on any particular day, you must under all but the most extenuating circumstances call your volunteer coordinator at least one hour

before the time you are scheduled to begin volunteering that day. In all cases of absence or tardiness, volunteers must provide their supervisor with an honest reason or explanation. Volunteers also must inform their supervisor of the expected duration of any absence. Excessive absenteeism or tardiness, whether excused or not, will not be tolerated. Peoples' Self-Help Housing Corporation defines excessive absenteeism as more than 3 absences in a five-month period. An absence is defined as one or more sequential days. If you fail to report for your volunteer site without any notification to your supervisor and your absence continues for a period of three days, Peoples' Self-Help Housing Corporation will consider that you have abandoned your volunteering.

## **Dress Code and Other Personal Standards**

Because each volunteer is a representative of Peoples' Self-Help Housing Corporation in the eyes of the public, each volunteer must report to their volunteer site properly groomed and wearing appropriate clothing. Volunteers are expected to dress neatly and in a manner consistent with the nature of the work performed. Volunteers who report to their volunteer site inappropriately dressed may be asked to return in acceptable attire.

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 at the volunteer site. Please remove piercing jewelry and cover tattoos.

### **Casual Day**

PSHHC observes a casual dress day on Friday. Some volunteers who have customer contact may not be permitted to participate in the casual dress day.

Volunteers who do participate in a casual dress day are expected to report to their volunteer site properly groomed. Acceptable casual dress excludes ripped or torn clothing, tank or halter-tops, high-cut shorts, or any other excessively revealing clothing.

Volunteers required to wear safety equipment or clothing still must do so on a casual dress day.

Department managers may issue more specific guidelines concerning any exceptions to this policy.

## **Public Relations**

As a non-profit organization, our position in the community and our relationships with community and government agencies are very important. Members of the public are our donors, our clients, and our supporters.

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.

Tenants, clients and perspective tenants and clients and members of the public are to be treated courteously and given proper attention at all times. Never regard a tenant's, client's or prospective tenant's and client's and members of the public's question or concern as an interruption or an annoyance. You must respond to inquiries from tenants, clients and

prospective tenants and clients and members of the public, whether in person or by telephone, promptly and professionally.

Never place a telephone caller on hold for an extended period. Direct incoming calls to the appropriate person and make sure the call is received.

Through your conduct, show your desire to assist in obtaining the help requested. If you are unable to help a visitor or member of the public, find someone who can.

All correspondence and documents must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates your professionalism and commitment to those with whom we do business.

Never argue with a visitor or member of the public. If a problem develops ask your volunteer coordinator to intervene.

## **Confidentiality**

Each volunteer is responsible for safeguarding confidential information obtained during volunteering. In the course of your support work, you may have access to confidential information regarding People's Self-Help Housing Corporation, its suppliers, its tenants, employees, clients and perspective tenants, and members of the public or perhaps even fellow volunteers. You have the responsibility to prevent revealing or divulging any such information unless it is necessary for you to do so in the performance of your duties. Access to confidential information should be on a “need-to-know” basis and must be authorized by your supervisor. Any breach of this policy will not be tolerated and may result in legal action and termination by PSHHC. All volunteers are expected to observe and preserve the constitutional rights to privacy of all volunteers, employees, tenants, clients and perspective tenants and clients and members of the public. Any company confidential information must be returned to PSHHC at the end of the volunteer assignment.

## **Media Policy**

Volunteers may be approached for interviews or comments by the news media; radio, print and/or television. 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.

As it relates to questions and requests regarding People's and the Duncan Group, media contacts or representatives should not be allowed access to People's complexes or residents for pictures or interviews by volunteers or staff without the direct approval of the Executive Director, and with a Senior Staff representative or our media contact present.

Media contacts that call the developments or staff should be referred to PSHHC’s Executive Director, Fund Development Director, Deputy Director, or the Director of Operations and Marcom.

## **Organization Property**

Lockers, desks, computers, vehicles, pagers, cell phones, tools, and proprietary information and files are People's Self-Help Housing Corporation property and must be maintained according to PSHHC rules and regulations. They must be kept clean and are to be used primarily for volunteer-related purposes. People's Self-Help Housing Corporation reserves the right to inspect all PSHHC property to ensure compliance with its rules and regulations, without notice to the volunteer and at any time, not necessarily in the volunteer's presence.

PSHHC voice mail and/or electronic mail (e-mail) are to be used primarily for PSHHC business purposes. People's Self-Help Housing Corporation reserves the right to monitor voice mail messages and e-mail messages to ensure compliance with this rule, without notice to the volunteer and at any time, not necessarily in the volunteer's presence.

People's Self-Help Housing Corporation may periodically need to assign and/or change "passwords" and personal codes for voice mail, e-mail, or computers. These communication technologies and related storage media and databases are to be used primarily for PSHHC business and they remain the property of Peoples' Self-Help Housing Corporation. Peoples' Self-Help Housing Corporation reserves the right to keep a record of all passwords and codes used and/or may be able to override any such password system.

Prior authorization must be obtained before any PSHHC property may be removed from the premises.

For security reasons, volunteers should not leave personal belongings of value at their volunteer site. PSHHC shall not be liable for any loss or damage to personal belongings at their volunteer site. Personal items are subject to inspection and search, with or without notice, with or without the volunteer's prior consent.

At the end of the volunteer assignment, volunteers should remove any personal items at the time they leave Peoples' Self-Help Housing Corporation. Personal items left at the volunteer site are subject to disposal if not claimed at the time of a volunteer's exit from PSHHC.

## **Use of Electronic Media**

People's Self-Help Housing Corporation uses various forms of electronic communication including, but not limited to computers, e-mail, telephones, and the Internet. All electronic communications, including all software, databases, hardware, and digital files, remain the sole property of Peoples' Self-Help Housing Corporation and are to be used primarily for PSHHC business.

Electronic communication and media may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose that is illegal, against PSHHC policy, or not in the best interest of PSHHC.

Volunteers who misuse electronic communications and engage in defamation, copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment, or related actions will be subject to the end of their assignment.

Volunteers may not install personal software on PSHHC computer systems without prior authorization from their supervisor and/or the IT Manager.

All electronic information created by any volunteer using any means of electronic communication is the property of Peoples' Self-Help Housing Corporation and remains the property of People's Self-Help Housing Corporation. Personal passwords may be used for purposes of security, but the use of a personal password does not affect PSHHC's ownership of the electronic information.

Volunteers must disclose any personal passwords utilized by them. People's Self-Help Housing Corporation has the right to override any personal passwords utilized by volunteers that it deems if necessary for any reason.

People's Self-Help Housing Corporation reserves the right to access and review electronic files, messages, mail, and other digital archives, and to monitor the use of electronic communications as necessary to ensure that no misuse or violation of PSHHC policy or any law occurs.

Volunteers are not permitted to access the electronic communications of other volunteers, employees or third parties unless directed to do so by PSHHC management.

No volunteer may install or use anonymous e-mail transmission programs or encryption of e-mail communications, except as specifically authorized by the Communications Manager.

Volunteers who use devices on which information may be received and/or stored, including but not limited to cell phones, cordless phones, portable computers, fax machines, and voice mail communications are required to use these methods in strict compliance with the trade secrets and confidential communication policy established by PSHHC. Volunteers should use discretion when using these tools for communicating confidential or sensitive information or any trade secrets.

Access to the Internet, websites, and other types of PSHHC-paid computer access are to be used primarily for PSHHC-related business. Access to any sexually explicit electronic information is expressly prohibited.

Any information about Peoples' Self-Help Housing Corporation, its products or services, or other types of information that will appear in the electronic media about PSHHC must be approved by the IT Manager before the information is placed on an electronic information resource that is accessible to others.

Questions about access to electronic communications or issues relating to security should be addressed to IT Manager.

### **Prohibited Use of PSHHC Cell Phone while Driving**

In the interest of the safety of our volunteers and other drivers, People's Self-Help Housing Corporation volunteers are prohibited from using cell phones while driving on PSHHC business and/or PSHHC time unless hands-free and/or voice activated devices are used in conjunction with the cell phone. Volunteers are expected to exercise good judgment and safe driving habits at all times.

It is strongly recommended that if your job requires that you keep your cell phone turned on while you are driving, you must use a hands-free or voice-activated device and you should safely pull off the road before conducting PSHHC business.

Effective 7/1/08, it is illegal to drive a motor vehicle while using a wireless phone, unless the wireless phone is designed and configured for hands-free listening and talking.

## **Personal Use of PSHHC Cell Phone**

PSHHC cell phones are to be used primarily for PSHHC business.

## **Volunteer Property**

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 at their volunteer site.

## **Security and Volunteer Site Violence**

People's Self-Help Housing Corporation has developed the following guidelines to help maintain a secure workplace.

- *Be aware of persons loitering for no apparent reason in parking areas, walkways, entrances and exits, and service areas.*
- *Report any suspicious persons or activities to your volunteer coordinator or a supervisor.*
- *Secure your desk or office at the end of the day. When called away from your volunteer area, do not leave valuables and/or personal articles in or around your workstation.*

The security of facilities as well as the welfare of our volunteers depends upon the alertness and sensitivity of every individual to potential security risks. You should immediately notify your supervisor when unknown persons are acting in a suspicious manner in or around the facilities, or when keys, security passes, or identification badges are missing.

## **Ergonomics**

People's Self-Help Housing Corporation is subject to Cal/OSHA ergonomics standards for minimizing workplace repetitive motion injuries. PSHHC will make necessary adjustments to reduce exposure to ergonomic hazards through modifications to equipment and processes and volunteer training. PSHHC encourages safe and proper work procedures and requires all volunteers to follow safety instructions and guidelines.

Peoples' Self-Help Housing Corporation believes that reduction of ergonomic risk is instrumental in maintaining an environment of personal safety and well being, and is essential to our business. We intend to provide appropriate resources to create a risk-free environment.

If you have any questions about ergonomics, please contact Human Resources.

## **Smoking**

Smoking is not allowed in any enclosed area of PSHHC property, or properties managed by PSHHC or its agents.



## **Housekeeping**

All volunteers are expected to keep their work areas clean and organized. People using common areas such as lunchrooms, locker rooms, and restrooms are expected to keep them sanitary. Please clean up after meals and dispose of trash properly.

## **Solicitation and Distribution of Literature**

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. Peoples' Self-Help Housing Corporation has enacted the following rules applicable to all volunteers governing solicitation, distribution of written material, and entry onto the premises and work areas. All volunteers are expected to comply strictly with these rules. Any volunteer who is in doubt concerning the application of these rules should consult with his or her supervisor.

- *No volunteer shall solicit or promote support for any cause or organization during his or her working time or during the working time of the volunteer or volunteers at whom such activity is directed.*
- *No volunteer shall distribute or circulate any written or printed material in work areas during his or her working time or during the working time of the volunteer or volunteers at whom such activity is directed.*
- *Under no circumstances will non-volunteers be permitted to solicit or to distribute written material for any purpose on PSHHC property.*

## **Conducting Personal Business**

Volunteers are to conduct only Peoples' Self-Help Housing Corporation business while at their volunteer site. Volunteers may not conduct personal business or business for another employer during scheduled volunteer hours.

## **Volunteers Who Are Required to Drive**

Volunteers who are required to drive a PSHHC vehicle or their own vehicles on PSHHC business will be required to show proof of current valid driving licenses and current effective insurance coverage before the first day of volunteering. Annually, volunteers are required to update this information with Human Resources. If a volunteer who is required to drive has his driver's license suspended or revoked, they are required to notify PSHHC immediately.

Peoples' Self-Help Housing Corporation retains the right to transfer to an alternative position, suspend, or end the volunteering relationship with any volunteer whose license is suspended or revoked, or who fails to maintain personal automobile insurance coverage or who is uninsurable under PSHHC's policy.

Volunteers who drive their own vehicles on PSHHC business may be reimbursed at an announced rate determined by the IRS. Travel to/from your home to your principal place of volunteering may not be claimed for mileage reimbursement. If your to/from commute is to a location further than your normal commute, only the miles in excess of your normal commute can be claimed for mileage reimbursement.

## ACKNOWLEDGMENT OF RECEIPT OF VOLUNTEER HANDBOOK

### ACKNOWLEDGMENT OF AGREEMENT RE CONFIDENTIALITY

I have received and read a copy of the *People's Self Help Housing Corporation* ("PSHHC") Volunteer Handbook, and have been given the opportunity to ask questions I might have about policies I do not understand. I understand that the Handbook contains information on PSHHC's general policies, and that I am to familiarize myself with these policies and follow them during my volunteering with PSHHC. I also understand that the policies and practices described in the Handbook are intended to be guidelines only, with the exception of the policy of at-will volunteering, those compelled by law, and those policies separately acknowledged and signed by me, and are not intended to create any express or implied contractual obligations. PSHHC may modify, amend, supplement, or rescind any of the policies, benefits, or practices described in the Handbook from time to time as it determines to be appropriate.

I also understand that the volunteers of PSHHC are not engaged with for any specified period of time, and that I am therefore free to resign from my position at any time, with or without cause, just as PSHHC is free to end its volunteering relationship with me at any time, with or without cause. I acknowledge that no one other than the Executive Director of PSHHC may modify this understanding and that any such modification must be express, in writing and signed by the Executive Director and me.

I am aware that during the course of my volunteering confidential information may be made available to me, including product costs, marketing strategies, customer lists, pricing policies and other related information. I understand that this information is critical to the success of PSHHC, and must not be given out or used, for any purpose other than the business of PSHHC. In the event of the termination of the volunteer assignment, I hereby agree to immediately return all confidential information to PSHHC and further agree not to utilize or exploit this information with any other individual or company.

I understand that, should PSHHC's policies be changed in any way, PSHHC may require an additional signature from me to indicate that I am aware of and understand any new policies.

I understand that my signature below indicates that I have read, understand, and agree to the above statements and have received a copy of the PSHHC Volunteer Handbook.

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Date

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Volunteer Signature

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Volunteer Name [Printed]

## **ACKNOWLEDGMENT OF POLICY AGAINST HARASSMENT/DISCRIMINATION**

I acknowledge that *People's Self Help Housing Corporation* ("PSHHC") has adopted a policy against harassment/discrimination that provides as follows:

### **HARASSMENT/DISCRIMINATION**

PSHHC is committed to providing a work environment of equal volunteering opportunity and which is free of harassment or discrimination. In keeping with this commitment, PSHHC strictly prohibits all forms of harassment, of any type, directed toward an individual because of that individual's sex, age, race, color, ancestry, religion, national origin, physical or mental disability, medical condition, marital status, sexual orientation, family care or medical leave status, or veteran status. This prohibition includes the unwelcome discrimination or harassment by a third party, such as a client or vendor.

Harassment can take many forms. While harassment is not necessarily sexual in nature the harassment prohibited by PSHHC includes sexual harassment. "Sexual harassment" means unwelcome sexual advances, requests for sexual favors, or verbal, visual, or physical conduct of a sexual nature (such as name-calling, posting of offensive pictures, suggestive comments, lewd talk or physical conduct such as patting or pinching) when submission to such conduct (a) is made either explicitly or implicitly a term or condition of volunteering, (b) becomes a basis for a decision concerning an individual's volunteering, or (c) unreasonably interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment.

If you believe that you have been the victim of any type of discrimination or harassment, including sexual harassment, immediately report the incident to Human Resources. If the alleged offender is a member of Human Resources, or if for any reason you feel uncomfortable about making a report to Human Resources, report the harassment to another supervisor of PSHHC. PSHHC will promptly investigate any such report and provide a written conclusion. Those filing a complaint are advised that the investigator may need to discuss any and all circumstances, interviews, and findings associated with this complaint with various PSHHC or possibly outside personnel on a "need to know" basis. PSHHC therefore cannot promise complete confidentiality or anonymity to a complainant. If the complaint is found to have merit, PSHHC will take corrective action as deemed necessary, such as disciplinary action, up to and including possible termination, of any individual who is believed to have violated this prohibition against harassment.

I have read and understand such policy and agree to abide by it.

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Date

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Volunteer Signature

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Volunteer Name [Printed]

## ACKNOWLEDGMENT OF AGREEMENT FOR BINDING ARBITRATION

I acknowledge that *People's Self Help Housing Corporation* ("PSHHC") has adopted a policy of binding arbitration that provides as follows:

### BINDING ARBITRATION

Any controversy, dispute and/or claim arising out of, relating to or having any relationship or connection whatsoever with volunteering with PSHHC or termination of such volunteering, whether based in tort, contract, statutory or equitable law, or otherwise, shall be resolved by final and binding arbitration. The arbitration shall be conducted by a single neutral arbitrator and take place in Santa Barbara, California. The arbitrator shall be selected by mutual agreement of the volunteer and PSHHC. If the volunteer and PSHHC are not able to agree, either or both of them shall petition the Santa Barbara County Superior Court located in Santa Barbara, CA for the appointment of an arbitrator, and such appointment shall be binding upon them. The arbitration shall be conducted in accordance with California Code of Civil Procedure § 1282.2. Discovery may be had upon application to the arbitrator, who shall allow such discovery as he/she may determine is reasonably necessary to enable each party to vindicate their claims and shall have the power to enforce his/her discovery orders by such means as he/she deems appropriate. The arbitrator shall issue a written, reasoned decision that reveals the essential findings and conclusions on which the award is based. The arbitrator shall have the power to award any remedy authorized by the laws related to the claims asserted in the arbitration, including reasonable attorneys' fees and costs if authorized by such laws. Judgment on the award rendered by the arbitrator may be entered in the Santa Barbara Superior Court. PSHHC shall pay the administrative fees and arbitrator's fees incurred in any such arbitration.

The volunteer and PSHHC understand that by agreeing to binding arbitration, each is expressly waiving the right to sue in court and the right to a jury trial to which they may otherwise be entitled by law.

I have read and understand such policy and agree to abide by it.

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Date

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Volunteer Signature

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Volunteer Name [Printed]