



Volunteering with Opening Doors

Volunteer Handbook

Volunteers play a critical role in helping refugees and immigrants thrive in the United States. People like you, walking alongside newcomers - giving their time, energy, and talents - are essential to refugees' and immigrants' success in achieving stability, self-sufficiency, and belonging.

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Table of Contents

3	Introduction to Opening Doors
4	Who Can Volunteer?
5	Welcoming Volunteer Opportunities
6	Welcome Kits
7	Good Neighbor Volunteer Opportunities
8	Community Sponsorships
9	Application Process
10	Volunteer Code of Conduct Pledge
11	Volunteer Policies & Procedures

Welcome to Opening Doors

Opening Doors empowers newcomers— refugees, immigrants, asylees survivors of human trafficking, and others—along their pathway towards stability, self-sufficiency, and belonging.

We began in 1993 as a refugee resettlement agency called the Sacramento Refugee Ministry. In 2003, after a great deal of growth, we incorporated into our own 501(c)(3) nonprofit organization known as Opening Doors, Inc.

Over the years, our programs expanded and today we serve a wide variety of newcomers –immigrants, refugees, asylees and others – as they establish lives of stability, self-sufficiency and belonging.

Opening Doors promotes newcomers' financial security, stable housing, strong family and community connections, and physical and mental health by:



WELCOMING REFUGEES

Our refugee programs provide resettlement and wrap-around services, including pre-arrival assistance, intensive case management, counseling services, English language development, and mentorship for recently-arrived refugee families.



SUPPORTING SURVIVORS OF HUMAN TRAFFICKING

The Survivors of Human Trafficking program supports survivors in their short-term and long-term goals, including but not limited to housing, employment, life skills, and trauma recovery. We also conduct outreach and provide technical assistance throughout the Sacramento area.



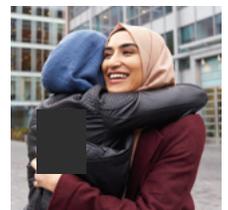
EXPANDING ECONOMIC OPPORTUNITY

Our economic prosperity programs provide financial education, culturally and linguistically appropriate business consulting services, and micro-enterprise loans to entrepreneurs.



DEFENDING IMMIGRANTS

Our Immigration Legal Services program offers no- and low-cost, high-quality legal assistance for Asylum, Removal Defense, T-Visa, U-Visa, VAWA, Family Petitions, DACA, Naturalization, and Special Immigrant Juvenile Status.



HELPING TO HEAL PAST TRAUMA

Our mental health and trauma intervention programs supply language-targeted services that promote social integration, destigmatize mental health, and emphasize wellness.

Who can volunteer?

Opening Doors welcomes adults, youth, families, and groups to volunteer within our agency's programs and does not discriminate against any volunteer because of race, color, age, gender, sexual orientation, national origin, or disability.



Youth Volunteers

Volunteers ages 16 and over who wish to participate in any volunteer opportunity must have written permission of a parent or guardian before they may begin service. Any volunteer tasks assigned to a minor shall be performed in a non-hazardous environment and shall comply with all appropriate requirements of child labor laws.

Group and Family Volunteers

Opening Doors welcomes volunteer service from groups, including high school and college service groups, church groups, and employees on corporate service days. In these instances, the group leader will coordinate logistics with Opening Doors' Community Engagement team. Note: Youth 16 years of age and older may participate in such one-time group volunteering activities with the permission and supervision of their leaders. Group leaders have the responsibility of collecting any necessary parent/guardian permission.

Volunteers vs. Internships

In contrast to most volunteer opportunities, internships are primarily educational experiences with an academic or career-related emphasis. Opening Doors accepts interns on a case-by-case basis after the application and interview process.

Please note:

Individuals who are currently receiving services from Opening Doors or have received services in the past 12 months are not eligible to volunteer. Volunteers are not eligible to receive goods or services from Opening Doors.

Welcoming Volunteer Opportunities

Volunteers are one of our community's greatest resources.

People like you, who give their time, energy, and talents - to walk alongside newcomers on their path to stability, self-sufficiency, and belonging - are essential to our ability to deliver quality services.



Opening Doors offers two levels of volunteering. All the opportunities on this page only require you to create a volunteer profile at openingdoorsinc.org/volunteer. The below activities are a great way to make a big difference in the life of a newcomer family - right now!

Apartment Set-Up: Making a house a home

Make a house a home for a newly arriving refugee family! This one-time activity is a great way to have a direct impact on a client's new life in America. It is also great for busy volunteers who can collect items on your own schedule in preparation for the apartment set-up day.

Volunteers will work closely with Opening Doors staff to prepare refugee apartments for an arriving family. Duties include: help move/deliver household items, go shopping for groceries for incoming families (money provided), organize and clean the new house/apartment and locate donations to meet their basic necessities.



Welcome Kits: Sharing the warmth of welcome

Many refugees and asylees arrive to Sacramento with only a suitcase full of belongings. Resettlement agencies like Opening Doors prepare for their arrival by securing a place to live and furnishing it with essential household goods like towels, bedding, pots and pans, cooking utensils, plates, etc. If the arriving family includes an infant, we also deliver essential baby care items like diapers, wipes, carseats, and more.

Welcome Kits are the easiest way to make a big impact! Host a drive to raise funds to purchase these items on behalf of a newly arriving family or gather your group together to collect items for one of the many welcome kits listed on the next page.

Welcome Kits: Shopping List

updated January 21, 2022

Print this handy list and take with you as you shop or coordinate collection of items. Check off all purchased items and tape this shopping list to the outside of your collection box.

BEDROOM KIT

- 2x Twin sheet sets
- 2x Twin size blankets
- 1x Full sheet set
- 1x Full size blanket

** Pillows not necessary thanks to generous bulk donation*

OPTIONAL:

- Extra Blankets (Twin, Full, Queen)
- Extra Sheet Sets (Twin, Full, Queen)

KITCHEN KIT

- 1x Set of cooking utensils
- 1x Can opener
- 1x Large trash bin
- 1x Pack of trash bags
- 1x Mixing/serving bowl
- 1x Baking dish
- 1x Cooking pot
- 1x Frying pan
- Service for 4: Silverware
- Service for 4: Dishes

- Service for 4: Drinking Glasses

OPTIONAL:

- 1x Tea kettle
- 1x Cutting board

BATHROOM KIT

- 4x Washcloths
- 4x Bath towels
- 4x Hand towels
- 4x Rolls of toilet paper
- 1x Shampoo
- 4x Toothbrushes
- 1x Toothpaste
- 1x Men's deodorant
- 1x Women's deodorant
- 1x Hand soap

- 1x Men's disposable razors
- 1x Women's disposable razors
- 1x Shower curtain & hooks
- 1x Hairbrush/Comb
- 1x Box of sanitary pads

HOUSE CLEANING KIT

- 1x Dish soap
- 1x Spray cleaner
- 2x Sponges
- 2x Dish cloths
- 1x Small waste basket
- 1x Pack of trash bags
- 1x Broom
- 1x Dust pan

- 1x Box of laundry detergent
- 1x Toilet cleaning brush
- 1x Toilet cleaning gel
- 2x Rolls of paper towels

SCHOOL KIT

- 1x Backpack
- 1x Box of #2 pencils
- 1x Pencil sharpener
- 1x Eraser
- 1x 3-Ring binder
- 1x Pencil box or pouch
- 1x Pack of crayons
- 1x Pack of highlighters
- 2x Subject folders
- 1x 12" Ruler

- 1x Pack of colored pencils
- 1x Blunt-tip scissors
- 1x Glue stick
- 1x Wide-ruled notebook
- 1x Pack of loose leaf paper

** Please package items inside backpack*

BABY KIT

- 1x Box of diapers
- 1x Baby wipes
- 1x Baby bottle
- 1x Sippy cup
- 1x Baby blanket
- 1x Pacifier

OPTIONAL:

- 1x Diaper bag
- Extra diapers, any size

TRANSPORT KIT

- 1x Sacramento Regional Transit Map
- 1x Pre-paid single fare ticket book

Visit sacrt.com to purchase tickets

HAVE QUESTIONS?

Contact us at volunteers@openingdoorsinc.org



Good Neighbor Volunteer Opportunities

 These volunteer opportunities are for those who are ready to support a family's successful integration into our local community! As you will be interacting with clients and their families, the below activities require you to undergo the formal application and background check process.

Airport Pickups: Greeting newcomers to Sacramento

Airport reception is an inspiring volunteer opportunity, as you will be the first friendly face a refugee family meets once they arrive in Sacramento. Please allow approximately 3.5 hours for this activity.

Community Guide: Connecting clients to the community

Community Guides help refugee families overcome barriers to receiving social services by assisting with appointments and transportation. For these assignments, you will pick up, transport, and accompany refugees and/or their families and help them check in for their scheduled appointments to places like: Refugee Health Clinic, Social Security Office, medical appointment, Women, Infant, and Children (WIC) offices, or to local schools. Please allow approximately 2.5 hours for this activity.



Mentorship: Supporting a family's ongoing integration

Many times, transitioning to a new culture and community can be lonely and isolating. The goal of this ongoing activity is to provide social support to newly arrived families through mentorship, translation, or conversation.

- **Mentoring** / 3-month commitment, 1 hour per week
Mentors are paired with a refugee family to help them navigate the complexities of daily life in the U.S.
- **Translation** / time commitment as your schedule allows
Are you fluent in language besides English? Spend an hour helping a client understand important paperwork, fill out an application, research a subject, or just help them better understand a cultural situation.
- **Tutoring** / 3-month commitment, 1+hours per week
Volunteer to tutor a client by teaching basic English and practical living skills to help increase a family's overall independence.

Community Sponsorships

Community Sponsorship is when a community group works together to welcome refugees by assisting with the first three months of resettlement and integration support for one specific refugee family. These groups can be formed through church congregations, social clubs, friends, family, or corporate groups.

As a community sponsor walking alongside refugees, your role is an important one!

A Community Sponsorship with refugees requires commitment and thoughtful engagement. This page provides a brief overview of the responsibilities of a community sponsor to help you decide if this type of volunteerism is right for you and your group.

The goal of Community Sponsorship is to support refugees as they set their own path toward integrating into their communities—from welcome, to self-reliance, and ultimately to belonging.

HOUSING

TRANSPORT

HEALTH

CULTURAL
ADJUSTMENT

SCHOOLING

JOBS &
FINANCE

Community Sponsors assist with the welcome period, typically during refugees' first three to six months in the U.S. This is a time when refugees are becoming acclimated to their new environment, making their first connections with members of the community and finding their first job.

Community Sponsors foster self-reliance as the refugee learns how to access basic needs and contact other community organizations, service providers, and institutions to meet urgent needs.

Community Sponsors support refugees toward a sense of belonging in their new environments. By this time, refugees may become naturalized citizens of the United States, be actively engaged in community life, achieve their professional goals, and work toward financial stability.

Getting Started

Once your group has decided to welcome a refugee family, it is time to organize. Organization for community sponsorship starts with gathering information from the Community Engagement team at Opening Doors.

For more information about Community Sponsorships, including an informational packet or an introductory presentation, please contact us at volunteers@openingdoorsinc.org

Getting Started: The Application Process

Congratulations!

You've already started the process by reviewing this handbook! Read on to learn more about how to join our Community of Welcome!

Next Step: Create your online profile

To volunteer with Opening Doors, the first step is to visit our website at openingdoorsinc.org/volunteer. There, you'll find all our current volunteer opportunities as well as other resources to get you started.

To sign up for any volunteer opportunity, the first step is to create a volunteer profile, which also serves as an application to serve. By creating a profile, you'll also enter your contact information, volunteer interests, language skills, and other essential information such as your California Driver's License number and expiration date plus your auto insurance carrier and policy number. This information is required for all volunteers, as most activities require use of your personal vehicles throughout your volunteer service.

To complete your profile and submit your application, we also ask you to review Opening Doors Volunteer Policies and Procedures, Volunteer Code of Conduct Pledge and e-sign our Liability Waiver, Media Consent Policy, Confidentiality Policy, and Vehicle Use Policy terms. You can review all this information prior to signing at the end of this handbook.

Welcoming Volunteers: Entry level opportunities for all volunteers

If you're interested in Welcoming Volunteer opportunities, (like collecting Welcome Kits or setting up an apartment), you should self-register for the next weekly virtual volunteer orientation once you complete your online profile and you're ready to go!

Good Neighbor Volunteers: Background check required for service

For any post-arrival opportunities like airport arrivals, community sponsorships, or ESL tutoring, you will be required to undergo a background check prior to beginning service.

As you complete your online profile, make sure to answer 'yes' to the background check question. We'll send you an email from volunteers@openingdoorsinc.org with a link to authorize and pay for a background and criminal records check. The cost of the background check, approximately \$16, is payable directly to the records check company and may be tax-deductible.*

While we await your background check results, you can self-register for the next online volunteer orientation. Once results are in, we'll update your profile, check that you've completed the volunteer orientation and let you know you're ready to self-register for any available volunteer opportunity.



**Certain costs incurred in the course of volunteering with Opening Doors may be tax deductible, including but not limited to: background check fees, travel/mileage, uniforms, etc. and volunteers are encouraged to speak with their tax professional for guidance and applicability.*

Volunteer Code of Conduct Pledge



Please note the online application will prompt you to answer a question confirming you have reviewed and agree to abide by Opening Doors' Volunteer Handbook including this Code of Conduct pledge and the policies set forth in this document.

This Volunteer Pledge serves as a reminder that you are acting as a representative of Opening Doors during your service work in the community. Opening Doors is committed to diligently ensuring the protection, privacy, and dignity of clients, staff, and volunteers.

As a volunteer/intern, you agree to:

- Treat all clients with respect and dignity and will honor their independence in all decisions.
- Recognize the innate value and capability of the people you work with and will empower them to achieve their potential through teaching instead of doing.
- Remain calm and do your best to avoid creating anxiety and worry for newcomers.
- Be sensitive to the fact that clients may not wish to discuss their past.
- Treat all Opening Doors staff with respect and dignity and understand that they are acting in the best interest of their clients to the best of their abilities.
- Take responsibility for the physical and emotional health and well-being of yourself and your family and will set appropriate boundaries in the work in your service.

You understand:

- It is more important for a newcomer to be able to do something on their own than for them to need your assistance. You will not do for clients what they can do for themselves.
- Volunteers and Interns do not make decisions or speak on behalf of refugee clients.
- All clients have the right to privacy and, as such, you agree not to share private information – including medical information – without the client's explicit consent.

As a volunteer, you will NOT:

- Engage in inappropriate or illegal behavior with refugee newcomers.
- Violate Opening Door's confidentiality policy.
- Transport clients without a seatbelt or in any other way opposed to CA traffic laws.
- Spend time with or drive with a minor without their parent.
- Discriminate against or in favor of refugees in your actions or speech on the basis of culture, religion, race, political opinion or social group.
- Engage in the practice of immigration law.
- Invite refugees to attend your church in order to receive assistance, with the understanding that many refugees have fled their home countries on the basis of religious persecution and have the right to freedom of religion as residents of the United States.

The following pages detail Opening Doors' full Volunteer Policies & Procedures.

Volunteer Policies:

Revised: July 15, 2021

The purpose of this handbook is to briefly outline the volunteer policies of Opening Doors. It is intended to ensure the efficient and productive operation of Opening Doors, to ensure that all company volunteers understand the terms and conditions of their volunteerism, and to promote consistency in the experience of our volunteers. If you have any questions not answered in this handbook, please ask your supervisor for additional information.

VOLUNTEERING AT WILL

Unless otherwise specified, volunteering with Opening Doors is strictly at will and is for no fixed or definite term. This means that the volunteer service may be terminated with or without cause and with or without advance notice at any time by you or us. Nothing in this handbook or in any document or statement shall limit the right to terminate the volunteer service at-will. No supervisor, employee or volunteer of the organization has any authority to enter into an agreement for volunteer service for any specified period of time or to make an agreement for volunteer service other than at-will. Only the Executive Director of the company has the authority to make any such agreement.

CONFIDENTIALITY POLICY: Confidentiality of Information

Opening Doors expects that all its volunteers will respect client confidentiality at all times. Volunteers shall regard information relating to clients, volunteers, employees, and Opening Doors in general, written or otherwise, as confidential. Information regarding a client's or clients' records, and personal or family history, must never be communicated to anyone other than the professional personnel who require such information to treat Opening Doors clients or clients or a company as required by law. Volunteers are prohibited from accessing clients' records without an appropriate, job related reason and must refrain from discussing clients in common areas of the office in any area where they may be overheard by other clients or visitors.

Any communication about a company client that is requested by an outside person or unauthorized company cannot be released without the client's prior written consent. All such requests must be handled in accordance with Opening Doors approved client confidentiality policies and procedures and directed to your supervisor, or CEO. Failure to follow this policy may result in immediate termination of the Volunteer Relationship.

STANDARDS OF CONDUCT: Professional Conduct and Ethics

By accepting volunteer service with us, you have a responsibility to Opening Doors and to your fellow volunteers and employees to adhere to codes of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. Generally speaking, we expect you to act in a mature and responsible way at all times. Again, we value honesty in communication and personal responsibility.



STANDARDS OF CONDUCT: Unacceptable Activities

To avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as to the benefit of Opening Doors. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed, please ask for an explanation.

Occurrences of any of the following violations, because of their seriousness, may result in action up to and including immediate suspension or termination of your volunteer service:

- Generally, conduct which is disloyal, disruptive, competitive or damaging to the company.
- Dishonesty; falsification or misrepresentation on your application for volunteer service or other records or data requested by Opening Doors; alteration of company records or other company documents.
- Volunteering under the influence of alcohol or illegal drugs.
- Theft or inappropriate removal or possession of company property or property of fellow volunteers; unauthorized use of company equipment and/or property for personal reasons.
- Possession, distribution, solicitation, sale, transfer, or use of alcohol or illegal drugs on company premises, while on duty, or while operating company-owned vehicles or equipment.
- Fighting, threatening, or coercing fellow volunteers or employees for any purpose.
- Boisterous or disruptive activity.
- Negligence or any careless action leading to damage of company-owned or customer-owned property or which endangers the life or safety of another person.
- Obscene or abusive language toward any supervisor, volunteer, employee or customer; indifference or rudeness towards a customer or fellow volunteer, or employee; any disorderly/antagonistic conduct on Company premises.
- Violation of security rules or failure to observe safety rules and/or practices; failure to wear required safety equipment; tampering with Opening Doors equipment or safety equipment.
- Creating or contributing to unsanitary conditions.
- Smoking in prohibited areas.
- Any act of harassment, sexual, racial or other; sexist or racist jokes; racial or ethnic slurs.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, on Company premises.
- Excessive absenteeism or absence without notice; failure to report absence or late arrival.
- Unauthorized use of telephones, mail system, or other company-owned equipment.
- Originating, spreading, and taking part in malicious gossip or rumors about volunteers, employees, or clients of the company.
- Unauthorized disclosure of business "secrets" or confidential information; giving confidential or proprietary information to competitors or other organizations or to unauthorized Opening Doors volunteers or employees; breach of confidentiality of personnel/company information.
- Violation of company rules or policies; any action that is detrimental to Opening Doors' efforts to operate profitably.
- Unsatisfactory or careless work.
- Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another employee on company premises.
- Conducting a lottery or gambling on company property.

- Speeding or careless driving of company vehicles.
- Failure to immediately report any damage or accident involving company equipment and vehicles.
- Failure/refusal to comply with instructions of volunteer supervisor, or insubordination.
- Using, removing, or borrowing company equipment or property without prior authorization.
- The use of abusive or threatening language or actions toward anyone.

This list is not exhaustive. Rather, we ask that you keep in mind at all times the need to conduct yourself with reasonable and proper regard for the welfare and rights of all our volunteers, employees, clients and for the best interests of the organization. This statement of prohibited conduct does not alter Opening Doors' policy of at-will volunteer service. Either you or the company remains free to terminate the volunteer relationship at any time, with or without reason or advance notice.

STANDARDS OF CONDUCT: Dress Code and Appearance

It is important that Opening Doors project a professional image. Volunteers must therefore dress in clothing that is neat, clean, in good repair, and appropriate for a professional setting as determined by their volunteer supervisor, or CEO. Business casual attire is generally accepted in the office. This does not however, include shorts, tank tops for both men and women, sports or sweats attire, tops that do not cover the midriff or stomach, "see through" clothing, or any other articles of clothing that would be considered inappropriate for the workplace. Business casual dress should include nice shoes, slacks, suits, dresses, skirts, and solid colored dress t-shirts or collared shirts for men. If you have any questions regarding appropriate or safe dress, please ask a supervisor.

In consideration of your fellow volunteers, employees and clients, you are expected to adhere to appropriate personal hygiene and grooming standards.

Because we serve a diverse client population, our goal is to look friendly, approachable and professional. Visible unconventional body piercings (e.g. tongue piercings, etc.), tattoos, or extreme hairstyles (e.g. Mohawk, Spiked, etc.) or colors (e.g. green, blue, etc.) can be intimidating and/or distracting for certain clients. Thus; we will prohibit all extreme styles which we believe will impact our clients. Pierced ears or a small facial piercing are acceptable.

In addition to the standards described above, common sense, mutual respect, and a commitment to act in the best interests of the Company and other volunteers are the guiding principles to be followed when making individual choices on the issue. Personal appearance should be a matter of pride for you. If your supervisor feels your attire and/or grooming is out of place, you may be asked to leave the workplace until you are properly attired and/or groomed.

STANDARDS OF CONDUCT: Drug and Alcohol Abuse Policy

The safety and protection of Opening Doors clients and staff is Opening Doors priority. Consequently, the company maintains a volunteer, and workplace that is free from alcohol and drug use. Volunteers are strictly prohibited from using drugs or alcohol during volunteer time or on Opening Doors property. Managers, employees or volunteers who suspect that a fellow volunteer is under the influence of drugs or alcohol, as demonstrated by an unusual pattern of

behavior pattern of behavior or odor, should immediately report this to the volunteer supervisor or Office Manager. Volunteers believed to be under the influence of drugs or alcohol will be required to leave the premises. An assessment will be conducted of the Volunteer to determine if the volunteer should continue to volunteer with Opening Doors.

STANDARDS OF CONDUCT: Political and Other Public Activity

Volunteers who participate in political or other public activities in their off hours may not present themselves as representatives of Opening Doors.

STANDARDS OF CONDUCT: Solicitation and Distribution

Solicitation, sales or distribution of literature or products by any person (employee, volunteer, or nonemployee) is prohibited on Opening Doors premises.

STANDARDS OF CONDUCT: Workplace Violence

Opening Doors recognizes that violence in the workplace is a growing nationwide problem necessitating a firm, careful response by all employers. The costs of workplace violence are great, both in human and financial terms.

Employers have an obligation to do everything that is reasonably necessary to protect the life, safety, and health of employees as well as volunteers, including the furnishing of safety devices and safeguards and the adoption of practices, means, methods, operations, and processes reasonably adequate to create a safe and healthful workplace. We believe that the safety and security of our clients, volunteers and employees are paramount. Therefore, the company has adopted this policy regarding workplace violence.

Acts or threats of physical violence, including intimidation, harassment, and/or coercion, that involve or affect the company or that occur on company property or in the conduct of company business off company property, will not be tolerated. This prohibition against threats and acts of violence applies to all persons involved in company operations, including, but not limited to, volunteers, employees, contract workers, temporary employees, and anyone else on company property or conducting company business off company property.

Specific examples of conduct that may constitute threats or acts of violence under this policy include, but are not limited to, the following:

- Hitting or shoving another individual, veiled threats of physical harm or similar intimidation.
- Threatening an individual or his or her family, friends, associates, or property with harm.
- Intentionally destroying or threatening to destroy Opening Doors' property.
- Making harassing or threatening phone calls, text messages or emails.
- Surveillance, stalking another person.
- Any conduct resulting in the conviction under any criminal code provision relating to violence or threats of violence that adversely affects the Company's legitimate business interests.
- Unauthorized possession or inappropriate use of firearms or weapons.

Any person who engages in a threat or violent action on company property may be removed from the premises as quickly as safety permits and may be required, at our discretion, to remain off company premises pending the outcome of an investigation of the incident. When threats are made or acts of violence are committed by employee(s) or volunteers, we will make a judgment as to what actions are appropriate, including possible medical evaluation and/or possible disciplinary action. Once a threat has been substantiated, it is company policy to put the person making the threat on notice that they will be held accountable for their actions and then implement a decisive and appropriate response. Under this policy, decisions may be needed to prevent a threat from being carried out, a violent act from occurring, or a life-threatening situation from developing. No existing policy or procedure of the company should be interpreted in a manner that prevents the making of these necessary decisions.

The CEO of Opening Doors will make the sole determination of whether, and to what extent, threats or acts of violence will be acted upon by the company. In making this determination, we may undertake a case-by-case analysis in order to ascertain whether there is a reasonable basis to believe that workplace violence has occurred. No provision of this policy shall alter the at-will nature of volunteering at Opening Doors.

STANDARDS OF CONDUCT: Unlawful Harassment

We intend to provide an environment that is pleasant, professional, and free from intimidation, hostility or other offenses which might interfere with performance. Harassment of any sort - verbal, physical, or visual - will not be tolerated. This includes both sexual harassment as well as harassment based on an individual's status in a protected class. These classes include, but are not necessarily limited to race, color, religion, gender, age, genetic characteristics, genetic information, gender characteristics, gender identity, gender expression, sexual orientation, national origin or ancestry, disability, medical condition, marital status, veteran status, military status, or any other protected status defined by law. This policy also prohibits unlawful harassment 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. This policy extends to unlawful harassment of, or by employees, volunteers, vendors, contractors, customer, or others with whom volunteers, or employees may come into contact with during their service to Opening Doors.

Our workplace may also include clients and vendor facilities, as well as anywhere a business-related function, or social function sponsored by the company, is taking place.

STANDARDS OF CONDUCT: What Is Harassment?

Harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes, social media communication, messages or statements, pranks, intimidation, physical assaults or contact, or violence. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee or volunteer for discussing or making a harassment complaint. In addition, this policy covers all individuals in the workplace, such as fellow volunteers, employees,

supervisors, outside clients, vendors, independent contractors, or other nonemployees who conduct business with our company.

STANDARDS OF CONDUCT: What Is Sexual Harassment?

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature. When this conduct creates an offensive, hostile and intimidating environment, it may prevent an individual from effectively performing the duties of their position. It also encompasses such conduct when it is made a term or condition of volunteer service, employment or compensation, either implied or stated and when a volunteer service decision is based on an individual's acceptance or rejection of such conduct. It is important to note that harassment crosses age and gender boundaries and can't be stereotyped.

Among other perceived unconventional situations, sexual harassment may involve two women or two men. Harassment may exist on a continuum of behavior. For instance, one example of harassment may be that of an individual showing offensive pictures to another individual. A picture will be presumed to be sexually suggestive if it depicts a person of either sex who is not fully clothed or in clothes that are not suited to, or customarily accepted for, the accomplishment of routine work in and around the workplace.

Generally, two categories of harassment exist. The first, "quid pro quo," may be defined as an exchange of sexual favors for improvement or continuance in your volunteer service conditions. The second category, "hostile, intimidating, offensive working environment," can be described as a situation in which unwelcome sexual advances, requests for sexual favors, or verbal or other conduct creates an intimidating or offensive environment.

Examples of a hostile, intimidating, and offensive working environment includes, but is not limited to, pictures, cartoons, symbols, or apparatus found to be offensive and which exist in the workspace of a Volunteers or employee. This behavior does not necessarily link improved working conditions in exchange for sexual favors. An employee may have a claim of harassment even if he or she has not lost a job or other economic benefit. The law prohibits any form of protected basis harassment that impairs an employee's working ability or emotional well-being at work, Opening Doors applies these standards to the well-being of volunteers as well.

STANDARDS OF CONDUCT: Retaliation due to Harassment

We prohibit any volunteers or employee from retaliating in any way against anyone who has raised any concern about sexual harassment or discrimination against another individual. We will investigate any complaint of sexual harassment and will take immediate and appropriate disciplinary action if sexual harassment has been found within the workplace.

STANDARDS OF CONDUCT: Harassment Free Zone

All Opening Doors volunteers, employees, and particularly supervisors, have a responsibility for keeping our environment free of harassment. Any volunteer or employee who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate supervisor or the designated management representative with whom they feel

comfortable. When management becomes aware of the existence of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim wants company to do so.

STANDARDS OF CONDUCT: Reporting Harassment

All reported incidents of prohibited harassment will be investigated in an effective, thorough and objective manner. The investigation will be completed and a determination regarding the reported harassment will be made and communicated to both the complainant and to the accused harasser(s). If you believe you have been harassed by any company volunteer, employee, customer, or other business contact, confront the harasser and ask him/her to stop. While we encourage you to communicate directly with the alleged harasser, and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential, however, to notify your volunteer supervisor immediately even if you are not sure the offending behavior is considered harassment.

Any incidents of harassment must be immediately reported to your volunteer supervisor. If your volunteer supervisor is not available, please contact the Office Manager. At any time if you feel that you are in immediate harm and do not have time to contact either your volunteer supervisor or the Office Manager, seek assistance from any management representative.

Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any volunteer or employee found to have harassed any volunteer or employee will be subject to severe disciplinary action up to and including termination from volunteer service. Opening Doors will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse action will be taken for any volunteer making a good faith report of alleged harassment.

In addition, the individual who makes unwelcome advances, threatens or in any way harasses another volunteer or employee may be personally liable for such actions and their consequences.

VOLUNTEER POLICIES & PROCEDURES: General Policies

The company's policies regarding workplace conduct and interpersonal interactions are embodied in a number of policies, including policies that protect the company's trade secrets, legal interests and confidential information. The policies also prohibit unlawful harassment and discrimination and require volunteers to use work time in an appropriate manner.

The employer's policies and standards apply to conduct that occurs in the workplace and while volunteers are on duty, wherever they happen to be. They also apply to activities that occur during a volunteer's own time, outside of work, if the activities have an actual or potential impact on the volunteer's performance, the performance of coworkers, or the employer. Volunteers should therefore understand that they are responsible for certain activities that occur off the employer's premises or on their own time both to the employer and third parties. Nothing in this policy prevents volunteers from exercising their broad rights to discuss the terms and conditions of their relationship with Opening Doors with others, to take action with others to improve your working conditions, or to otherwise exercise their rights to engage in protected concerted activity.

VOLUNTEER POLICIES & PROCEDURES: Use of Personal Vehicle for Company Business

Opening Doors does not require that a volunteer own a motor vehicle. Opening Doors does anticipate that the volunteer position will require that the volunteer drive for company business and/or make visits with their clients, often times to a client's residence, school or other work related visitation. It is required that the volunteer have the ability to make these home visits. Utilization of public transportation is encouraged where available.

Opening Doors does require as a condition of volunteering, that volunteers maintain an acceptable driving record. Volunteers shall maintain a valid California driver's license and show proof of such at least annually and to renew their license in a timely manner prior to expiration. If a volunteer's driver license becomes invalid, suspended, revoked, or if they are arrested for a driving infraction, the volunteer agrees to report such information to their supervisor immediately.

Volunteers also agree not to operate any vehicle on work time until they have earned a valid California driver's license and have received clearance from their supervisor to do so.

Any accidents or traffic violations must be presorted to a supervisor immediately if they occur during the course and scope of your duties. Failure to report a motor vehicle accident that occurs while volunteering for Opening Doors, no matter how minor or insignificant, may result in the termination of the volunteer position. Should a volunteer who is required to drive an Opening Doors vehicle lose his/her driver's license, personal insurance coverages, or Opening Doors provided insurance coverage, the volunteer may be subject to the same action including, but not limited to termination of the volunteer position.

Lastly, a copy of your insurance card must be on file before you will be allowed to drive for Company business.

In using a personal vehicle for Company business you agree:

1. To require all persons in the vehicle to wear seat belts, and require children who are under 6 years of age or who weigh less than 60 pounds (regardless of age), to be in a child passenger restraint seat which meets federal and state motor vehicle safety standards.
2. To carry in your vehicle evidence of current insurance. The minimum level of acceptable insurance is \$15,000/\$30,000 bodily injury and \$5,000 property damage. You understand that you must show proof of coverage annually or upon request. If the status of auto insurance changes, you agree to update your supervisor by the end of the next business day. You agree not to operate vehicle on company business without current, valid auto insurance.
3. To maintain your vehicle in safe mechanical condition as required by law and maintain vehicle in safe mechanical condition. You agree to regularly check or have inspected the condition of your vehicle, including such items as windshield wipers, headlights turn indicators, mirrors, emergency flashers, taillights, appropriate steering operation, tire condition, brakes and operational seat belts. You are advised that it is appropriate to keep records of all maintenance performed on your vehicle.
4. To follow all the rules and laws of the road when driving for Opening Doors.

VOLUNTEER POLICIES & PROCEDURES: Volunteer Schedule

Volunteers may have a set volunteer schedule that they may keep on a daily, weekly, biweekly or monthly basis. Volunteers are expected to be on time for volunteer service, in the event that a



volunteers cannot make a scheduled shift they should notify their volunteers' supervisor as soon as possible, preferably prior to the start of the scheduled shift.

VOLUNTEER POLICIES & PROCEDURES: Opening Doors Property

The hours of operation at Opening Doors are Monday through Friday from 9:00 AM to 4:30 PM. Volunteers are prohibited from being on company premises, or making use of company facilities, while not on duty. Volunteers are expressly prohibited from using company facilities, company property or company equipment for personal use. All company property, including property leased to or purchased by Opening Doors, may be used for official approved activities only. Theft, willful damage to, or unapproved use of or access to company sites or property shall be grounds for dismissal and, if appropriate, civil or criminal action.

VOLUNTEER POLICIES & PROCEDURES: Personal Property

Volunteers are asked to refrain from bringing unnecessary personal property and/or personal property of significant value to work. Volunteers are expected to exercise reasonable care with respect to their personal property. Opening Doors is not responsible for the loss, theft, or damage of personal property. Articles of personal property found on the premises should be returned to the owner, if known, or turned in to a supervisor or manager.

VOLUNTEER POLICIES & PROCEDURES: Electronic Systems and Privacy

You should understand that you have NO expectation of privacy in connection with the use of Opening Doors issued electronic systems, including stored e-mail/voice mail messages or any messages sent electronically. All messages created, sent, received or stored in these systems are and remain the property of Opening Doors. Opening Doors reserves the right to retrieve and review any message composed, sent or received via the system. Please note that even when a message is deleted or erased, it is still possible to recreate the message; therefore, the ultimate privacy of messages cannot be ensured to anyone.

To safeguard and protect the proprietary, confidential and business-sensitive information of Opening Doors, and to ensure that the use of all electronic systems and equipment is consistent with Opening Doors' legitimate business interests, authorized representatives of Opening Doors may monitor the use of such systems from time to time without notice, which may include printing and reading materials, files on the system, list servers, and equipment.

You should be aware that e-mail messages, like Opening Doors correspondence, and any and all messages sent electronically may be read by other Opening Doors volunteers and outsiders under certain circumstances. While it is impossible to list all of the circumstances, some examples are the following: (1) during system maintenance of the e-mail system, (2) when Opening Doors has business needs to access the volunteer's mailbox, (3) when Opening Doors receives a legal request to disclose e-mail messages, or (4) when Opening Doors has reason to believe the volunteer is using email in violation of Opening Doors policies.

VOLUNTEER POLICIES & PROCEDURES: Social Media Policy

It should be remembered that social media sites do not provide a private setting. Volunteers who communicate information through social media therefore should not expect that such information is private. Volunteers must remember that all existing policies apply to information disseminated through social media. These guidelines are intended to help volunteers understand some of the unintended outcomes of sharing information through social media.

- Volunteers may not post or transmit any material or information that includes confidential, proprietary or trade secret information, or information that is untrue, defamatory, obscene, profane, threatening, harassing, abusive, hateful or humiliating to another person or entity. This includes, but is not limited to, comments regarding the company or its volunteers, employees or customers. Volunteers should not refer to the company without proper authorization to do so.
- Volunteers should at all times make it clear that their opinions do not represent those of the company. They should include disclaimers in online communications advising that they are not speaking officially or unofficially on behalf of the organization.
- Volunteers may not use the company's logo or proprietary graphics to imply that they are speaking on behalf of the company.

While the company's policies offer very clear direction on some issues, there are other areas where common sense must prevail. When in doubt about posting, Volunteers should consider the following:

- There is no expectation of privacy when engaging in social media networking activities. You may know everyone in the room when you have a conversation in person. This will not apply with social networking applications. You may not have full control over how your comments are perceived or shared.
- These are public forums. As a practical matter, it may be impossible to delete information that is shared. Comments may be publicly available for years.
- Do not state or imply that the opinions you express are those of the company, its management, volunteers, or other employees. Include a disclaimer to this effect.

Volunteers should ask their supervisors and refer to company policies if they have any questions about what is appropriate to include in communications involving social media.

VOLUNTEER POLICIES & PROCEDURES: Health and Safety

Opening Doors strives to maintain an environment that is safe for its employees, volunteers and clients. Volunteers found to be violating any company Health and Safety procedures, including Opening Doors OSHA policies, will have their relationship with Opening Doors evaluated. Questions and Concerns regarding an unsafe or hazardous condition at Opening Doors should be immediately brought to the attention of the volunteer supervisor, or the CEO.

VOLUNTEER POLICIES & PROCEDURES: Smoking Policy

Smoking, use of e-cigarettes or vapor products is not permitted inside Opening Doors facilities including company offices or during any client-serving event or activity.



VOLUNTEER POLICIES & PROCEDURES: Phone System

Opening Doors phone system is to be used primarily for business purposes. Volunteers should keep personal phone calls to a minimum. Additionally, volunteers are prohibited from making non-work related long distance phone calls or charging personal calls on company-owned cellular phones. Opening Doors will seek reimbursement for such costs.

TERMS & CONDITIONS: Signature Required on online application

The below terms and conditions appear at the end of the online application required to create your Volunteer Profile at openingdoorsinc.org/volunteer. They are documented here only for reference.

LIABILITY WAIVER

I wish to volunteer my time, effort, and services as a volunteer to assist Opening Doors and/or I am participating in an educational program whereby I am volunteering my time as part of an approved program. I have read and signed the Volunteer Guide including Opening Doors' Volunteer Policies and I understand the expectations of me as a volunteer and I promise to follow them. As a volunteer, I donate my time, effort, and services to Opening Doors and understand that I will receive no compensation in return.

I recognize and understand that my volunteer activities for Opening Doors may expose me to the possibility of injury to my person and property and that I may suffer some kind of injury as a result of an accident and other unforeseen circumstances. I recognize that as a volunteer, I am not covered by any workers' compensation or similar insurance that would pay my medical bills incurred because of any injury I may receive while performing services as a volunteer. Despite this risk of injury and lack of workers' compensation or other medical insurance coverage from Opening Doors, I knowingly and voluntarily waive any and all claims, actions, or causes of action against Opening Doors and agree to hold the company, its affiliates, and employees harmless for any injury or damage that I may suffer as a result of my activities as a volunteer for Opening Doors. In return for my agreement to these conditions, Opening Doors accepts my services as a volunteer.

MEDIA CONSENT:

As a volunteer/intern of Opening Doors, I understand Opening Doors may wish to use my image, voice, name, and/or likeness in a photograph, video, digital image, audiotape, or other recording. I understand that Opening Doors may wish to use my statements for marketing or other business purposes.

I voluntarily consent to the capture/recording/publication and use of my image, voice, name, likeness, and/or statements for any business purpose deemed appropriate by Opening Doors. I also waive any entitlement I may have to any compensation by Opening Doors and its agents, representatives, and assignees for any such use.

CONFIDENTIALITY:

I agree that any client records and client-related business (including the names of clients) should not be discussed with or disclosed to anyone except: co-workers who are specifically authorized



under Opening Doors' Confidentiality Policy to have access to such information; your supervisor or managers; Administration; the CEO; any person authorized by the client to obtain information about the client from the volunteer (any such authorization must be in writing in a form approved by the CEO and must be retained in the client file); or any person with whom the CEO has authorized the volunteer to share the information.

USE OF PERSONAL VEHICLE

In using a personal vehicle for Company business I agree:

1. To require all persons in the vehicle to wear seat belts, and require children who are under 6 years of age or who weigh less than 60 pounds (regardless of age), to be in a child passenger restraint seat which meets federal and state motor vehicle safety standards.
2. To carry in my vehicle evidence of current insurance. The minimum level of acceptable insurance is \$15,000/\$30,000 bodily injury and \$5,000 property damage. I understand that I must show proof of such coverage annually, or upon request, and provide verification of renewal information of my policy to my supervisor and the Human Resources Department. If the status of my auto insurance changes, I agree to report such information to my supervisor by the end of the next business day. I agree not to operate my vehicle on Company business unless I have current, valid auto insurance.
3. To maintain my vehicle in safe mechanical condition as required by law. I certify that my vehicle is in safe mechanical condition and it will be maintained accordingly. I further certify that I will regularly check or have inspected the condition of my vehicle, including such items as windshield wipers, headlights turn indicators, mirrors, emergency flashers, taillights, appropriate steering operation, tire condition, brakes and operational seat belts. I am advised that it is appropriate to keep records of all maintenance performed on my vehicle.
4. To follow all the rules and laws of the road when driving for Opening Doors.

[END]

THANK YOU

for your interest in joining Opening Doors' Community of Welcome and for taking the time to review the full Volunteer Handbook. We look forward to working with you!

Questions?

Visit our webpage at www.openingdoorsinc.org/volunteer or contact Opening Doors' Community Engagement team at volunteers@openingdoorsinc.org. We're here to help!

