



Dallas Hope Charities' Volunteer Handbook

Dallas Hope Charities is a 501(C)3 Public Charity

"Alone we can do so little; together we can do so much."

– Helen Keller

"Life's most persistent and urgent question is, what are you doing for others?"

– Martin Luther King, Jr.

"Volunteering is an act of heroism on a grand scale. And it matters profoundly. It does more than help people beat the odds; it changes the odds."

– William J. Clinton

"Volunteers are love in motion!"

– Author Unknown

Mission: To provide food, shelter and services that instill dignity, stability, and Hope for All.

SAFETY

Dallas Hope Charities cares about the safety of our volunteers.

- Use caution in all settings, especially those that could be hazardous.
- Maintain all food handling certificates and safety trainings.
- Know your limits; specifically, in lifting and moving items.
- Wear appropriate clothing and shoes for the duties being performed.
- Stay aware of surroundings and be alert.

FUNDRAISING

The Board of Directors, friends, and volunteers of Dallas Hope Charities may elect to promote fund-raising events to benefit the organization. Strategic events must be the primary responsibility of the Board of Directors and the Chief Executive Officer. This will include all phases of the fund-raising events for the organization.

We are grateful for fund-raising events that benefit Dallas Hope Charities, and encourage sharing of information with the Chief Executive Officer prior to event.

STANDARDS OF CONDUCT

Dallas Hope Charities volunteers shall:

- Protect the health, safety, rights, and welfare of participants.
- Ensure that all activities with participants are conducted in a respectful, non-threatening, non-judgmental, and confidential manner.
- Maintain required participant and program documentation confidentiality.
- Comply with all applicable laws, regulations, policies, and procedures.
- Maintain required licenses, permits, and credentials.
- DHC shall comply with child abuse reporting guidelines and requirements in Texas Family Code Chapter 261 relating to investigations of reports of child abuse and neglect.

Dallas Hope Charities volunteers shall not:

- Abuse, neglect, or exploit participants.
- Commit an illegal, unprofessional or unethical act.
- Assist or knowingly allow another person to commit an illegal, unprofessional, or unethical act.

- Knowingly provide false or misleading information.
- Omit significant information from required reports and records or interfere with their preservation.
- Interfere with reviews, inspections, investigations, hearings, or related activities. This includes taking action to discourage or prevent someone else from cooperating with the activity or retaliation against anyone who reports a violation or cooperates during a review, audit, inspection, investigation, hearing, or other related activity.

Volunteers will follow proper protocol by going to team leads for any questions or concerns.

CHILD ABUSE REPORTING POLICY

The Department of Family and Protective Services TX Family Code, Chapter 261 states that anyone having cause to believe that a child’s physical or mental health or welfare has been or may be adversely affected by abuse or neglect MUST report the case immediately to a state or local law enforcement agency or the Texas Department of Family and Protective Services (DFPS).

Please see the General Guideline for child abuse reporting requirements at https://www.dfps.state.tx.us/Child_Protection/Child_Safety/report_abuse.asp

Reporting Procedures for Suspected Child Abuse or Neglect:

- If a child is in immediate danger, call 911 or your local police first
 - Then call the Texas Abuse Hotline to make a report at 1-800-252-5400
 - Report via the online reporting system for non-urgent situations only. A non-urgent situation means that intervention is not needed within 24 hours.
- <https://www.txabusehotline.org>

Call the Texas Abuse Hotline when the situation is urgent. Urgent means someone faces an immediate risk of abuse or neglect that could result in death or serious harm. Call the Texas Abuse Hotline at **1-800-252-5400** for situations including but not limited to:

- Serious injuries
- Any injury to a child 5 years or younger
- Immediate need for medical treatment (including suicidal thoughts)
- Sexual abuse where the abuser has or will have access to the victim within the next 24 hours
- Children age five and under are alone or are likely to be left alone within the next 24 hours
- Anytime you believe your situation requires action in less than 24 hours

https://www.utmb.edu/policies_and_procedures/IHOP/Supporting_Documents/IHOP%20-%2009.03.09%20-%20Definitions%20of%20Child%20Abuse%20and%20Neglect.pdf

BACKGROUND CHECKS

Volunteers must have a criminal background check. DHC is EEOC compliant.

- No history of violent or sexual crimes
- Recent (12 months) drug conviction is case by case

ANTI-HARASSMENT

Dallas Hope Charities is committed to an environment in which all individuals are treated with respect and dignity and are free from all forms of harassment and discrimination. Any form of harassment, even when not unlawful or directed at a protected category, is prohibited and will not be tolerated. All employees, including supervisors, co-workers, vendors, contactors, volunteers are expected to adhere to this policy. DHC adheres to a zero-tolerance policy regarding harassment and discrimination.

Reported or suspected occurrences of harassment or discrimination will be promptly and thoroughly investigated. Following an investigation, DHC will promptly take any necessary and appropriate disciplinary action.

Dallas Hope Charities will not permit or condone any acts of retaliation against anyone who files or cooperates in the investigation of harassment or discrimination complaints.

1. The term “harassment” includes harassment based on any category protected by federal, state or local law, which may include, but is not limited to, unwelcome slurs, jokes, or verbal, graphic or physical conduct relating to an individual's race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental and/or intellectual disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner or civil union status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer related or HIV/AIDS related), genetic information, or sexual orientation.
2. Sexual harassment can result from unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature.

Complaint Procedure

Any volunteer who feels harassed or discriminated against is encouraged to immediately inform the alleged offender that the behavior is unwelcome. In some instances, the person is unaware their conduct is offensive and this action alone may often resolve the problem.

If the informal discussion with the alleged offender is unsuccessful in remedying the problem, or if you do not feel comfortable with such an approach, you should immediately report the conduct to your team lead, or to DHC’s Chief Executive Officer. We cannot resolve a

harassment or discrimination problem, unless we know about it. Therefore, it is your responsibility to bring those kinds of problems to our attention so we can take the necessary steps to correct any problems. The report should include all facts available to you regarding the alleged harassment, sexual harassment, or discrimination.

If you wish to make an anonymous complaint, you may do so. However, the scope of our investigation may be limited based on the information you provide.

If a board member is contacted by a participant or volunteer with a complaint or grievance the board will meet with the Chief Executive Officer to investigate, resolve, and report it if required.

Confidentiality

All reports of alleged harassment, sexual harassment, or discrimination will be treated seriously. Confidentiality will be maintained to the extent possible. However, to conduct a thorough investigation, certain information may need to be disclosed to other individuals, including the alleged offender. Consequently, absolute confidentiality cannot be promised and cannot be guaranteed.

COMPLAINTS, GRIEVANCE, AND COMMUNICATION

DHC partners with many organizations, including churches. Any issues regarding Dallas Hope Charities' programs, volunteers, employees, or services should be directed to DHC's Chief Executive Officer or team lead as applicable. It is important that your concerns are resolved in a timely manner in an atmosphere of open communication and mutual respect.

PARTICIPANT CONFIDENTIALITY

Dallas Hope Charities, will maintain the confidentiality of sensitive participant information strictly and appropriately.

DRUG-FREE WORKPLACE

Dallas Hope Charities is committed to protecting the safety, health and well-being of all employees, customers, participants, volunteers and vendors in our workplace.

The term "drug" as used in this policy includes prescription drugs, as well as illegal inhalants and illegal drugs and/or controlled substances including, but not limited to, marijuana, opiates (e.g., heroin, morphine), cocaine, phencyclidine (PCP), and amphetamines.

All volunteers are expected to contribute to maintaining a drug-free workplace. Prohibited activities under this policy include the possession, use, sale, attempted sale, distribution, manufacture, purchase, attempted purchase, transfer or cultivation of drugs in

the workplace. Volunteers are also prohibited from being at the workplace with a detectable amount of drugs in their system. However, the use and/or possession of prescription drugs, when taken as directed and obtained with a valid prescription under federal law, is not a violation of this policy.

VIOLENCE IN THE WORKPLACE

Dallas Hope Charities is committed to providing a safe workplace for employees, participants, vendors, volunteers, independent contractors and others with whom we do business and serve. The organization has zero tolerance for violent acts or threats of violence.

You are expected to conduct yourself in a non-threatening, non-abusive manner at all times. Any direct, conditional or veiled threat of harm to any employee, guest, volunteer, or organization property will be considered unacceptable behavior. Acts of violence, intimidation or bullying of others will not be tolerated.

WEAPONS

Dallas Hope Charities strives to provide a safe and secure workplace for employees, participants, clients, volunteers and visitors. DHC has zero tolerance for, and forbids the possession of any type of weapon, firearm, explosive and/or ammunition while on organization property or conducting organization business. For purposes of this policy, organization property includes, but is not limited to, all facilities, organization provided vehicles and equipment that are either leased or owned by the organization or an organization partner.