

The background of the cover is an aerial photograph of a suburban neighborhood. The houses are mostly two-story, with varying roof colors and styles. There are many trees, some with autumn-colored leaves. The sky is overcast with soft, grey clouds. A diagonal white line cuts across the image from the top left to the bottom right, separating the white background of the top section from the blue-tinted aerial photo.

Volunteer Handbook

June 2020

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Mission Statement

We create lasting solutions to help individuals and families reach financial freedom through housing support, education, and partnership.

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About FHR

Family Housing Resources is a nonprofit 501(c)(3) Arizona corporation.

Family Housing Resources, Inc. (FHR), established in 1991, is dedicated to providing low income individuals and families an opportunity to obtain quality, affordable housing through both rental and homebuyer support programs.

Since 1991, FHR has assisted nearly 12,000 individuals and families in achieving the American Dream: homeownership.

While continuing to provide access to safe and affordable rental units, homebuyer education and down payment assistance, FHR also offers access to student loan debt reduction services. FHR is committed to serving community needs in the most effective and productive ways possible.

Additionally, in 2015, Family Housing Resources, Inc. established the FHR Cares Community Investment Fund. Through grant giving, FHR Cares assists the efforts of organizations whose work directly improves the Pima County community, particularly in the vital area of affordable housing.

FHR Locations



Corporate Office

3505 N. Campbell Ave, Suite 501
Tucson, AZ 85719
520-318-0993



Silverwood Casitas

2220 N. Silverbell Road
Tucson, AZ 85745
520-392-8454



Talavera Apartments

1355 W. Roger Road,
Tucson, AZ 85705
520-888-7664



Blacklidge Apartments

3637 E. Blacklidge Dr.
Tucson, AZ 85716
520-392-8454



San Pedro Apartments

351 E. Pearl Street
Benson, AZ 85602
520-586-9144

Volunteer Program Overview

At Family Housing Resources volunteering is rewarding, productive, and easy. There are opportunities to help with different departments on a regular basis, both short term and longer term.

Many people volunteer on a re-occurring basis, devoting mornings or afternoons for a couple of established hours. Our Corporate office is open Monday through Friday 8 a.m. to 4 p.m. Tasks activities and schedules will be determined by volunteer's availability and skills or interests preferred.

This Volunteer Handbook is an overall guide for volunteers. If you have any questions, please contact us at Volunteer@fhrinc.net.





Diversity, Equity and Inclusion Commitment Statement

Statement coming soon...



FHR

Family Housing Resources

Core Values

Text in process...

Guidelines

Equal Volunteering Opportunity

FHR provides an equal volunteering opportunity; we do not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws. Our Leadership Team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

FHR will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified volunteers with disabilities unless the accommodation would impose an undue hardship on the operation of our business. If you need assistance to perform your volunteer duties because of a physical or mental condition, please let any Leadership Team member know.

FHR will endeavor to accommodate the sincere religious beliefs of its volunteers to the extent such accommodation does not pose an undue hardship on the company's operations. If you wish to request such an accommodation, please speak to any Leadership Team member.

Harassment

FHR is committed to providing a work environment that is free of sexual harassment, discrimination, or intimidation, whether based on gender, race, sexual orientation, color, religion, national origin, age, disability, or any other protected class. Sexual harassment or any other form of harassment, intimidation, or discrimination is a violation of FHR policy and will not be tolerated. Violations of this policy, regardless of whether an actual law has been violated, will not be tolerated. Anyone who engages in any form of harassment, discrimination, or intimidation will be subject to disciplinary action.

Drugs and Alcohol

FHR prohibits the use of alcohol or the unauthorized use of controlled substances by volunteers while acting in the scope of their volunteer duties or services.

Tobacco Free Environment

FHR is a tobacco-free environment. The use of tobacco, in any form, including e-Cigarettes, is prohibited in facilities occupied by FHR, including, but not limited to offices, restrooms, vehicles and hallways. Volunteers may use tobacco products outside at least 100 feet from the building. This policy applies to and includes all persons on FHR premises and those representing FHR at public events.

Confidential Information

All matters pertaining to clients, whether shared by staff or otherwise disclosed, is strictly confidential. Confidential information will not be shared with anyone outside of FHR staff. Staff are able to assist volunteers with any questions regarding confidential information and the sharing of confidential information.

Prior to starting any activity with FHR, volunteers are required to review and sign a Confidentiality Agreement form that will be provided. This will specify and further explain FHR's policies regarding client information and any pertinent information. Volunteers must review and sign this agreement before starting to work with FHR; an example can be found in the appendix of the handbook.

Media

Volunteers are not permitted to discuss FHR business with any outside media without the permission of the Director of Marketing and Communications or the Executive Director. All contact by media must be referred to the Director of Marketing and Communications or the Executive Director.

Applications

Volunteer applications are found online in the FHR website or can be requested via email. A printed version can also be provided upon request. A copy of the application sheet can be found in the appendix of the handbook. Volunteers must have a completed application on file with Volunteer Office prior to starting any volunteer work.

Interview

All potential volunteers interested in working on a regular, on-going basis, are asked to complete an initial interview. The interview consists of questions regarding the next areas:

Previous volunteering experience

Workplace skills and requirements

A review of programs offered by FHR

Remaining steps of the application process

FHR staff will schedule volunteers in positions that are acceptable and beneficial to the volunteer, while meeting FHR's needs. FHR will provide adequate training, supervision, space and excellent working conditions.

FHR Correspondence

At the bottom of the FHR website can be found a link to Subscribe, where volunteers can opt in to receive scheduled Newsletters. Newsletters will contain important updates, announcements and reviews of programs.

Volunteer Assignments

In most cases, volunteers will be assigned to a department of FHR based on requests by staff that align volunteers with their interests, abilities and availability. We strive to provide a meaningful, rewarding and productive experience for each volunteer. No regular volunteer will be assigned to work with a staff person without the consent of that staff person or against the wishes of the volunteer.

Records of Volunteer Time

Volunteer hours are essential for grant-writing and funding purposes. Volunteers are responsible for accurately submitting their hours worked in a timely manner. Volunteer hours are then recorded in their Volunteer Record. FHR will keep an accurate account of the hours the volunteer provides on supplied timesheets. An example of a timesheet is given in the appendix of the handbook.

Internships/Service Corps

Interns or Service Corps Volunteers must comply with the volunteer process. Interns and Service Corps volunteers should complete an application and attend a scheduled interview. Every attempt will be made to place a volunteer in an area which meets their training program needs. Intern and Service Corp members will record their hours worked on timesheets provided.

Youth Volunteers

Volunteers must be at least 14 years of age in order to offer their services for FHR. Youth Volunteers are welcome to work in general office work at the Corporate Office or at appropriate special events. Youth Volunteers must contact through email for volunteering opportunities (Volunteer@fhrinc.net).

Group Volunteers

Groups of volunteers may participate in activities such as helping at residential properties for clean-up and maintenance of properties, group projects and other special events. Contact us at Volunteer@fhrinc.net to find out more about group opportunities and how to sign up.

Community Service Volunteers

Community Service Volunteers must be at least 14 years old, and the offense cannot be violent in nature. Before the volunteers can begin service, they must be screened and should provide copy of the court document showing the charge. Community Service Volunteers must email Volunteer@fhrinc.net to find out more information.

Breakroom, Snacks & Personal Property

Volunteers should bring snacks or lunches, as needed. There is an available refrigerator in the breakroom. Personal property must also be removed from the refrigerator at the end of each volunteer shift.

Schedules

Staff will give regular volunteers a schedule and assignments that are mutually agreed upon. Volunteers are responsible for accurately submitting their hours worked in a timely manner on their timesheet. Should a schedule change be needed, for any reason, notify staff and direct supervisor so that proper coverage can be maintained in each department.

Assignment Changes

Volunteers are highly encouraged to work with the department staff about any schedule or department changes. A volunteer may request a change in duties by discussing a possible change with staff, who will review available options with the volunteer and notify the supervisor should a change occur. A transition time of two weeks is recommended before an actual change is made to allow for a replacement to the volunteer's current responsibilities.

Absenteeism

'Regular' volunteers are expected to perform their duties on a regular scheduled and timely basis. If you are going to be absent from a scheduled shift, inform the staff supervisor, as far in advance as possible, so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

Resignation

Volunteers may resign from their volunteer service with the agency at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

Proof of Hours Worked

Volunteers may request proof of hours worked from staff, 48 hours in advance. A letter stating the timeframe, total number of hours worked, and a brief description of the work performed will be provided to volunteers if they turned in their timesheets. Volunteers must fill out and turn in timesheets as it is proof of their hours and service done.

Volunteer Personnel Record

Records will be maintained on each volunteer with the FHR, including application, date of service, positions held, duties performed, and any formal grievances. Volunteer personnel records shall be accorded the same confidentiality as staff personnel records. Access to personnel files will be on a need-to-know basis.

Releasing References

Volunteer verification requests should be sent to the Director of Programs and Operations who will disclose only the volunteer's date of service, position, and eligibility for reappointment.

Information requested by a law enforcement agency will be provided if it is believed that an applicant, volunteer or former volunteer has been engaged in illegal activities; if actions of the individual threaten physical injury to FHR property, other volunteers or persons served; or to protect the legal interests of the FHR. In such cases, any release of information will be made only if approved by the Executive Director of FHR.

Electronic Communications

FHR expects volunteers to exercise good judgment and courtesy in their usage of company provided communications devices and personal cell phones. Electronic communications resources including computers, the internet, e-mail systems, phones, fax machines and cell phones are to be used in business related, ethical and lawful manners. Improper use of communications devices includes but is not limited to electronic transmissions which a reasonable person may view as harassing, offensive, demeaning, insulting, defaming, intimidating or sexually suggestive. Volunteers who engage in such action are subject to dismissal.

First Aid/Emergency Procedures

First Aid Kits are located on the wall by the kitchen closet. Check with any staff member for their location. In the event that someone needs first aid, direct them to the first aid station. In the event of an accident or injury, notify a staff person immediately. Call 911 for an emergency. If you are ever injured, report your injury to your supervisor. You may be asked to complete an Incident Report Form; an example of this form can be found in the appendix of the handbook.

Injury

If you are injured, go to your physician for care. If it's an emergency, call 911 so you can be transported to an urgent care facility or emergency room that is covered by your personal insurance. You will be asked to complete an Incident Report Form as soon as possible. Staff members and volunteers are discouraged from transporting anyone in emergency situations in their personal vehicles.

Incident Report Form

All incidents and accidents need to be formally reported through an Incident Report Form. Forms can be retrieved from the Director of Programs and Operations. Forms need to be filled out completely and turned into the volunteer's supervisor. The Incident Report Form can be found attached in the appendix of the handbook.

Insurance Covering Volunteers

Volunteers must sign the waiver included in the application releasing liability against the FHR, and they must agree to use their personal insurance as the primary provider in the event of injury. While the FHR maintains a volunteer insurance policy through the Security Insurance Service, it only provides coverage after the volunteer's personal insurance pays. If the volunteer does not have insurance, then the FHR insurance becomes the primary insurance. The insurance will only provide coverage for injuries sustained while performing volunteer duties.

Safety

FHR complies with all federal, state, and local health and safety regulations to provide a work environment as free as practical from recognized hazards. Volunteers are expected to comply with all safety and health requirements whether established by FHR or by law. Volunteers will follow safety rules and make informed decisions as well as usage of common sense to avoid emergency or for occasions where emergency occurs.

1. FHR expects safety guidelines to be followed, which apply to FHR corporate office as well as to all other FHR property locations.
2. Dress appropriately. FHR follows business casual attire requirements.
3. Avoid slips, trips or falls by keeping an organized office space.
4. Make sure to keep office space as clean as possible.
5. Do not stand on unstable furniture or structures to reach high places.
6. Understand fire safety and emergency procedures.
7. No smoking in or outdoors within office or property boundaries (including e-cigarettes)
8. Do not block access to any of the fire exits located around the office or any extinguisher.
9. Unsafe acts must be reported.
10. Report any accidents or injuries to your immediate supervisor and fill out an Incident Report Form.

Concerns & Grievances

The grievance procedure is based on the fundamental values of respect and fairness. Volunteers who have concerns, problems or complaints are asked to speak with the Director of Programs and Operations or the Executive Director. Staff members are encouraged to speak directly to the Director of Programs and Operations regarding any incidents or problems they are having with a volunteer. Volunteers who have concerns, problems, or complaints are asked to:

1. Discuss the matter with their supervisor within ten working days of the time the matter arises.
2. If a satisfactory resolution is not reached in this discussion, the volunteer shall, not later than ten working days after the conclusion of the discussion, submit his/her grievance to the Director of Programs and Operations for a decision. The Director of Programs and Operations shall consider the grievance and render his/her decision within ten working days.

The Director of Programs and Operations is an advocate for the volunteers and representative to management. If a volunteer is uncomfortable discussing a grievance or complaint with their supervisor, they may speak directly with the Director of Programs and Operations or with the Executive Director. Every effort will be made to solve the problems cooperatively, informally, and in the best interests of both volunteer and the FHR.

Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the agency, or who fail to satisfactorily perform their volunteer assignment, are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Dismissal of volunteers will normally follow a progressive discipline process based on performance standards established for each position and including a sequence of verbal and written warnings. Grounds for immediate dismissal may include but are not limited to the following: gross misconduct or insubordination, theft of property or misuse of agency materials, abuse or mistreatment of clients, staff or other volunteers, failure to abide by policies and procedures, and failure to satisfactorily perform assigned duties. Volunteers may be discharged without warning for cause. FHR has the right to request that a volunteer leave FHR property or community-based event immediately. The Director of Programs and Operations will inform the concerned staff of any dismissals.

Driving

Safe Driving Practices

Safe driving practices, speed limits, and other driving laws must be observed at all times. FHR is not responsible for fines incurred by volunteers while driving on FHR business. Volunteers are responsible for reporting any accidents, no matter how minor, to the police before leaving the scene of the accident and as soon as possible to the Director of Programs and Operations or their direct staff supervisor.

In the event of any accident while on FHR business, the individual should stop as near to the scene as possible and gather the necessary insurance and contact information of the parties involved. An Incident Report Form must be filed.

Driving Personal Car for FHR Business

For volunteers who drive their personal vehicle to FHR business, FHR is not responsible for providing insurance coverage to volunteers who drive their own vehicles on FHR business. Volunteers driving their own vehicle must carry a minimum of liability insurance and provide proof of insurance.

Background Checks

Volunteers who are assigned to help in one of our residential property locations will be required to follow our background check policies. Prior to any activities, volunteers will have to complete this process. This process is encouraged to ensure safety of residents and guarantee reliability of involved members.

Please address any questions about these requirements or any other safety concerns to the department supervisor.





FHR Staff Section

Volunteers are intended to help FHR staff with ongoing tasks and activities, improving efficiency, productivity and completion of objectives. Volunteers are valuable and can become a driving force of success for the organization. It is important to consider the value of volunteering services, how to reach out for them, and how to delegate tasks in order to increase efficiency.

Volunteer Requests

FHR staff will be able to request volunteers for help by submitting a Volunteer Request Form that will be provided; a sample of this form can be found in the appendix of the handbook. This will specify volunteer title requested, department where the volunteer(s) is needed, skills and abilities desired, schedule preferences and any other pertinent information. Forms can be submitted electronically to Volunteer@fhrinc.net.

It is important for staff to be as specific and descriptive as possible when filling out requests. This will allow more accurate position descriptions and a more effective recruitment process. If more than one volunteer is needed, feel free to submit multiple requests. For any other collaboration ideas or questions, feel free to reach out to Volunteer@fhrinc.net.

Delegation to Volunteers

- 1** Set attainable goals that relate to the vision and mission statements established by FHR. This will help volunteers feel and know they have an impact on FHR and most important in the community.
- 2** Be aware of availability of volunteers, and how to best leverage schedules to adapt long term tasks to long term volunteers, and so respectively with short term tasks.
- 3** Promote teamwork and collaboration skills to improve the sense of community within the premises of FHR.
- 4** Communicate effectively and often with volunteers to ensure their involvement with current events and situations within the organization.
- 5** Leverage existing volunteer relationships to bring on more prospective volunteers.
- 6** Make sure to have specific roles among volunteers, identifying tasks and roles will enable more organizational effectiveness and clarity at the moment of working.
- 7** Acknowledge and reward volunteers with recognition to promote and encourage effort among volunteers and staff.

Make sure the work environment is a place where volunteers are learning new things, socializing and developing skills. At the end of the day, this is one reason why they volunteer. Following this strategy will enable the creation of a relationship with the volunteer where both parties benefit of each other's effort to help.

Benefits of Having Volunteers



Having volunteers is often an effective way of alleviating workloads to increase productivity. Time saving and effectiveness will allow development and growth at FHR.



Volunteers can help create a sense of community within the organizations and are a great opportunity to meet new people and socialize. On most occasions, these are people that enjoy helping and are looking for a place where they can learn new skills and share their knowledge.



As volunteer programs help the development of FHR, it also raises awareness of the work done for the community. Expanding the impact of what is done is important for a nonprofit organization. With a more extensive reach, FHR will be able to grow and provide more help in the community, increasing access for individuals and families to affordable housing, successful homeownership and financial freedom.

Appendix

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» Volunteer Request Form	III
» Client Confidentiality Agreement	IV
» Incident Report Form	V
» FHR Flyer	VI

Employee Name: Position:
Department: Supervisor:

Date	Hours:	Description of Work:	Notes:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Weekly Total Hours	<input type="text"/>		

I understand that my typed name below shall serve as my signature on this document
(click the box if you agree) ☐

Employee signature: Date:

I understand that my typed name below shall serve as my signature on this document
(click the box if you agree) ☐

Supervisor signature: Date:

Date:

Name: Email:

Tel: Cell:

Address: City: State: Zip:

Emergency Contact: Tel:

1. How did you hear about Family Housing Resources volunteer program?

2. Are you completing community service requirement? If so, for what reason?

3. Do you have any physical limitations?

4. General availability: (Mark when you are available)

☐ Mornings ☐ Afternoons ☐ Special Events *(not during normal business hours)* ☐ On-Call

5. Previous or current volunteer experience?

6. Volunteer position you are applying for: (if applicable)

Survey Information: (Optional)

Gender: ☐ Male ☐ Female ☐ Other ☐ Prefer Not to Answer

Preferred Pronouns:

Age range: ☐ Under 18 ☐ 18-35 ☐ 35-55 ☐ 55+

Birthday: (month/day)

Ethnicity: ☐ White (Non-Hispanic) ☐ Hispanic ☐ African-American ☐ Asian ☐ Other

Highest Level of Education: ☐ <9th Grade ☐ 9th-12th ☐ Dip/GED ☐ Some College

☐ Assoc Degree ☐ Bachelors ☐ Masters ☐ PHD/Doctorate

Language Skills: ☐ Spanish ☐ Other Languages:

Thank you for agreeing to volunteer at Family Housing Resources (FHR). Your work will help create lasting solutions to help individuals and families reach financial freedom through housing support, education and partnership. We strive to bring together volunteers that will embody our vision; which is a community with equal access to quality, affordable housing and pathways to increased wealth and financial freedom. These guidelines have been established to create a safe, productive and gratifying volunteer experience.

Family Housing Resources Policies:

1. Volunteers must not report to the FHR under the influence of alcohol or any other mind-altering drug/substance.
2. Individuals convicted of a violent crime or any type of domestic abuse will not be accepted as volunteers.
3. Dress is expected to be business casual.
4. I agree to accurately record my volunteer time on the attendance systems provided. I will notify my supervisor or Director of Programs & Operations as soon as possible if delayed or unable to keep my schedule.
5. If I have a question or a problem, I will go to my supervisor or Director of Programs & Operations.
6. When representing the FHR in public, I will act professionally, upholding the mission of the FHR.
7. No forms of harassment will be tolerated. FHR is committed to providing a work environment where everyone can work together comfortably and productively, free from all forms of harassment, sexual or otherwise.
8. Smoking or other use of tobacco products (including e-cigarettes) is NOT permitted in any part of the FHR building.

In return Family Housing Resources agrees to:

1. Provide adequate job training and working conditions.
2. Maintain record of all volunteer hours and provide references and/or confirmation of hours worked (with advance notice).
3. As an equal opportunity employer, it is our policy to not discriminate against any volunteer and ensure that each volunteer is accorded equal treatment and opportunity.
4. The Director of Programs & Operations will provide further information on these policies through the volunteer handbook or individually on request.

Waivers:

1. I hereby agree to hold harmless and waive any and all claims or causes of action against Family Housing Resources arising out of any cause whatsoever, including but not limited to claims arising out of the negligence or intentional conduct of its employees or agents.
2. I further agree to use my personal insurance as the primary provider in the event of injury due to my work as a volunteer for FHR.
3. FHR is not responsible for loss or damage to volunteer's personal property.
4. I also grant FHR full permission to use videos and/or photographs of me.

I have read, understand and agree to the Family Housing Resources policies & waivers stated on page 1:

I understand that my typed name below shall serve as my signature on this document (click the box if you agree) ☐

Volunteer:

Date:

If under 18, signature of parent or legal guardian is required:

I understand that my typed name below shall serve as my signature on this document (click the box if you agree) ☐

Parent:

Date:

We aim to strengthen FHR by building a vibrant volunteer program to help you alleviate some of your workload. Please fill out the information below for new volunteer position descriptions. This document serves as an internal information request that will be used to create volunteer positions. If you have more than one position, we encourage you to submit multiple requests. We understand that your volunteer needs are specific to your department and would like to hear your input. Please be as descriptive as possible so that we can be sure to design meaningful volunteer positions. If you are having trouble or need to collaborate on an idea please feel free to reach out to: volunteer@fhrinc.net. We look forward to hearing from you!

Volunteer Position Title:

Department:

Outline of tasks: (Example: Research best practices, Work collaboratively with FHR staff on...)

Skills preferred for position (if applicable):

Reports to:

Preferred Schedule:

Morning: ☐ Mon ☐ Tues ☐ Wed ☐ Thur ☐ Fri

Afternoon: ☐ Mon ☐ Tues ☐ Wed ☐ Thur ☐ Fri

Preferred Weekly Hours: ☐ 3-6 ☐ 6-10 ☐ 10-15 ☐ 15-25 ☐ 25+

Location: Family Housing Resources, 3505 N. Campbell Ave. Suite 501, Tucson 85719

If other, please specify:

Additional Comments (optional):

Volunteer Request Form

Page 2

Additional comments and/or special trainings that will be required for position, if applicable:

I understand that I will provide the required trainings for volunteers requested, if applicable. I also understand that my name typed below shall serve as my signature on this document (click the box if you agree). ☐

Submitted by:

Date:

Please submit the physical document to the volunteer program file, or scan and send electronically via e-mail to volunteers@fhrinc.net with subject line: "Volunteer Request Form".

Thank you.

It is the policy of Family Housing Resources to respect the client's right to privacy and maintain the agency records about the client in confidence. This right to confidentiality will be respected by all FHR staff and volunteer members.

FHR is committed to a strict standard of confidentiality to protect both the agency and its clients. Therefore, it is our policy that any direct or indirect use or dissemination of confidential information relating to the agency or its clients to outside third parties is absolutely prohibited both during employment and after employment has been terminated.

This policy applies to any and all confidential information regarding staff members, clients and the business affairs of the agency. All case records, case histories or other files and materials concerning the agency and its clients shall belong to and remain the exclusive property of the agency. The applicant and his/her household are considered the "client". No conversation about a client should take place with anyone who does not work for the agency. No personal information about a client will be given to any third party even if the person is a member of their family. Staff and volunteer(s) will not identify who is a client of the agency to a third party.

Information will only be passed to a third party with the consent of the client. The consent of the client is presented in written form using **FHR's Release of Information Form**. Verbal release can be provided in some circumstances, as long as it is documented in the client log and followed up with a written release.

Case Records

- Case records may not be left out on desks during client appointments
- Case records will be stored in locked file cabinets or locked offices during closed hours
- Case records may not be taken out of the office without the consent of the Program Manager.

Requests for information by law enforcement officers, subpoenas, private attorneys or similar entities should be referred to the Program Manager. Clients may not be given their file or copies of its total contents. They may get copies of action plans, budgets and documents from 3rd parties. Documents to be disposed which contain any information that ties the client to the information or to FHR must be shred. (rev 2/20cy)

I have read, understand & agree to the above Family Housing Resources Confidentiality Agreement:

Staff Signature _____ Date: _____

Volunteer Signature _____ Date: _____

Print Name(s): _____

Report written by: _____

Date of report: _____

Title: _____

Signature: _____

Employee/Volunteer incident information

Name: _____

Title / role: _____

Date of incident: _____

Time of incident: _____

Location: _____

Specific area of location: _____

Additional person(s)
involved: _____

Incident description; what, how, factors leading to the event. Be as specific as possible:

Injuries or damages reported. If so, describe any information regarding resulting injuries or damaged items:

Resulting action executed, planned, or recommended:

Employee/
Volunteer name: _____Employee/
Volunteer signature: _____ Date: _____



Volunteers Needed!

Our Mission:

We create lasting solutions to help individuals and families reach financial freedom through housing support, education and partnership.

Our Vision:

We envision a community with equal access to quality, affordable housing and pathways to increased wealth and financial freedom

Our Work:



**Home Buyer Education
and Down Payment
Assistance**



**Guidance on Student
Loan Debt Relief**



**Affordable
Rental Property
Management**

Ways You Can Help!

- Administrative Support
- Grant Research
- Outreach
- Skill-Based

Community Need:

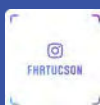
There are over
156,000 lower
income households
in Pima County

41% of millennials
are delaying
marriage because
of their debt

Arizona is short over
150,000 affordable
rental units
for the extremely
low income

FHR Family Housing
Resources

3505 N. Campbell Ave, Suite 501
Tucson, AZ 85719



FHRTucson.org

Give Us a Call!

Call 520-318-0993 x114

Info@fhrinc.net



Volunteer Handbook Acknowledgement

By signing this form, I acknowledge that I have access to the Family Housing Resource Volunteer Handbook and have the responsibility to review it thoroughly. I agree to follow all guidelines, regulations, rules and policies that are stated by the Volunteer Handbook.

I understand that the handbook reviewed ensures that all parties involved follow safety guidelines. It is also understood that another objective of the Handbook is to ensure a rewarding experience for all parties involved as well. Policies and rules are subject to change at discretion of Family Housing Resources, Inc.

Name: _____

Signature: _____

Date: _____