

Volunteer Guidelines and Confidentiality Agreement

Thank you for volunteering with Charlotte Family Housing (CFH). We are deeply grateful for the strong commitment of our many volunteers and how they enrich the lives of our families. In the interest of ensuring that both you and our families have a wonderful experience, please review the information below, sign this form, and return it to the CFH staff member leading your event. **If you have questions about any of the information in this document, please contact a CFH staff member.**

At CFH, our mission is to empower working families to achieve lifelong self-sufficiency through shelter, housing, supportive services, and advocacy. In addition to our empowerment-driven model, we strive to infuse trauma informed care into every level of our organization, including volunteering. Here are some guidelines that will help you partner with us in this:

Please respect the dignity of our residents by

- Remembering that this facility is home for our families and we are guests in it. Please ask a CFH staff person before taking or moving things in common areas. A CFH staff person can provide you with any materials you need for your project and help you find the restrooms.
- Allowing our residents to interact with you and your group based on their level of comfort and security. Residents are not required to participate in volunteer activities.
- Not asking about their family or financial situation, including why they sought our services, why they are in our shelter, the status of other parents of their children, their country or neighborhood of origin, their sexual or gender identity, their religious practice, etc.
- Treating all residents as you would want to be treated: accepting that we serve people regardless of their race, religion, gender, sexuality, cultural heritage, or ability status.
- Protecting the safety of our children, including always observing safe touch standards, never being alone with a child, never leaving a child unattended, practicing positive guidance techniques, and never releasing a child to anyone other than their parent or authorized guardian, and only when previously notified by a CFH staff member.
- Refraining from using or being under the influence of any substances, including tobacco, alcohol, or drugs.
- Refraining from intimate displays of affection with residents.
- Never participating in any form of abuse towards our residents, including corporal punishment, and verbal, emotional, physical, or sexual abuse.
- Never taking a picture that includes residents' faces or identifiable characteristic. Please always ask before taking any pictures, especially if they are intended for social media.

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Our residents' identities and identifying information are protected under the Department of Health and Human Services Privacy Act, the Health Insurance Portability and Accountability Act (HIPPA), and other federal, state, and local statutes. In order to help us protect our clients' information, please observe the followings confidentiality guidelines:

- Do not disclose information about individuals in the Charlotte Family Housing program (including employees, donors, volunteers, and those participating in the program) except as authorized by CFH.
- Do not release any information about any service recipient without his or her written permission.
- Only share information about donors, volunteers, or service recipients with the Charlotte Family Housing professional(s) who has a consulting/supervisory function over your project and only as necessary.
- Destroy or return to CFH all documents that contain personal or confidential information about CFH participants, including names, addresses, and phone numbers.
- Do not post any pictures or information on social media that could in anyway jeopardize the identities of program participants or violate the guidelines listed above.

Because safeguarding our clients' dignity, safety, and confidentiality are our top priorities, CFH reserves the right to permanently dismiss any volunteer who fails to abide by these guidelines or in some other way violates our mission and core values.

If you have any questions or concerns about these guidelines, please speak with the CFH staff member leading your event. They can provide you with more information about safe touch standards, how to interact with residents, and more.

By signing below, you agree to adhere to these guidelines and honor Charlotte Family Housing's mission. Additionally, you acknowledge that failure to abide by these guidelines will result in adverse consequences, including dismissal and barring from future volunteer opportunities:

Signature: _____ Date: _____

Name: _____

Group Name: _____

Thank you again for volunteering with us! We are so glad you are here!

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