



VOLUNTEER HANDBOOK

Updated April 2010

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Welcome to Many Mansions!

Dear Volunteer,

On behalf of our residents, staff members, and Board of Directors, I want to thank you for volunteering to help us provide affordable housing and life-enriching programs within our community. You are an important component in the success of our mission! In whatever way you choose to help, you can be sure your contribution is needed and valued.

This handbook was prepared to give you assistance in your role with our organization. We hope that your experience with us will be an enthusiastic success. Please feel free to discuss any aspect of our programs and services with me or other members of our staff.

Your contributions will make a difference in the lives of our Many Mansions' residents and those we assist in our community. We hope that you will feel rewarded by our support and appreciation.

I personally would like to thank you for sharing in our mission.

Sincerely yours,

Rick Schroeder, Esq.
President

About This Handbook

This Volunteer Handbook was designed to summarize many of the policies and procedures at Many Mansions relating to volunteers. The Volunteer Coordinator is responsible for administering all policies described in the handbook and can provide further information or clarification on request.

Many Mansions reserves the right to modify, rescind, delete or add to the provisions of this handbook at any time. We will strive to provide you with notification of any changes in a timely manner.

Nothing in this Handbook creates a contractual relationship or employee relationship between the volunteer and Many Mansions.

Many Mansions – Who We Are

Providing Hope & Homes

Mission: Endeavor to promote and provide well-managed housing with life-enriching services for limited-income residents of the Conejo Valley, Ventura County and their surrounding communities.

Who We Are: Many Mansions is a non-profit, service-enriched, affordable housing provider that has served the communities of Ventura County since August 1979. Currently, we own and manage more than 400 units of affordable housing, serving approximately 1,000 adults and children.

As a major component of our housing program, we provide on-site services to help residents move toward self-sufficiency and break the cycle of poverty. We recognize the need for a comprehensive program of services to help residents gain stability, security and confidence. Among the free services we offer is a comprehensive Children Services program that includes Camp Many Mansions, an After-School Homework Literacy Program, and a Teen Leadership Program.

Additionally, Many Mansions manages “supportive housing” for residents who are mentally or physically disabled and families that are homeless. To help these residents achieve greater stability and independence, we provide case management, food assistance, job development, and other enrichment services through our Adult Services Programs. These programs are rare in Ventura County and address a growing, and often unmet, need for supportive housing.

A Case for Support

Homelessness does not discriminate. It can happen to the healthy and the sick, the weak and the strong, to men, women and children, to the employed and the unemployed, to the young and the old, to persons of any background...to you, too. Many residents in our local communities have misguided impressions about who are the homeless, where the homeless live, and what it means to have affordable housing available to all.

On any given day in Ventura County, over 2,000 persons are homeless. Since only 25% of homeless persons in a community are likely to be on the streets at a given time, this figure indicates that there are likely to be 8,000 homeless persons in Ventura County over the course of a year! The number counted has increased since 2007, due most likely to the economic downturn. In addition, according to Susan Englund, President of the Ventura County Homeless and Housing Coalition, “It is clear that the great majority of homeless persons in Ventura County are not transients. They stay in the community they identify as their home and where they feel safe.”

From the very start, Many Mansions has believed that everyone has the right to live in dignity in safe, well-managed, affordable housing. And, today, Many Mansions leads the way in the Conejo Valley, providing affordable housing for the homeless, low-income families, and mentally and physically disabled residents of not only Thousand Oaks, but other nearby communities in Ventura County. From those early beginnings, Many Mansions now wholly owns or partners with others ten affordable housing complexes; that's 418 apartment units serving more than 1,000 residents of the community- 200 of those are children.

Not content with just providing affordable housing, however, Many Mansions is committed to helping eradicate homelessness. That is why the organization embarked on providing much-needed services, designed to help those in need break the cycle of poverty, keeping them housed, fed, working, and educated. Many Mansions provides a host of invaluable services that include on-site case management, career development, children's literacy programs, summer camp, food assistance, teen internship programs, and more.

As good neighbors, it is incumbent upon us all to provide every man, woman and child in our community with the basics of enough food and safe, clean, dignified shelter. Providing support and services so that each of us may realize a fulfilled life enriches every human spirit. It speaks to the very core of our individual humanity.

It is imperative that Many Mansions continues with the vision of the founders, meeting the challenges not just of today, but of tomorrow. With your continuing support, the vision to provide hope and homes and to serve those most in need in our community will carry on in the years ahead with purpose and strength.

Our Staff Commitment

The Many Mansions paid staff values your contributions and service to our mission. We want your experience with us to be positive and fulfilling. To that end, we strive to:

- To provide adequate information, training, and assistance for you to be successful in meeting the responsibilities of your position;
- To provide diligent supervisory aid and to provide feedback to you on your performance;
- To respect your skills, dignity, and individual needs;
- To be receptive to your comments regarding ways in which we might mutually better accomplish our respective tasks; and
- To treat you as a valued team member with our staff, along with our Board members, our community partners- all collaboratively

responsible for accomplishing Many Mansions' goals and objectives, which are informed by Many Mansions' mission.

Volunteer Resources Staff Responsibilities

The Volunteer Coordinator, with the support of the rest of the Many Mansions staff team, is responsible for the general administration of the entire volunteer program at the Many Mansions. These responsibilities include:

- Recruit, interview, and place volunteers in positions that are appropriate for the individual;
- Provide new volunteers with orientation to the organization;
- Maintain records for all active volunteers;
- Administer a recognition program through service awards, special events, and coordination during National Volunteer Week and throughout the year;
- Provide ongoing support and assistance in staff/volunteer relationships;
- Administer and provide information regarding benefits and opportunities available for active volunteers;
- Receive and fill requests from our staff for volunteer assistance; and
- Provide written references pertaining to the volunteer's experience (hours contributed, length of commitment, position description) as requested.

Volunteer Positions Overview

This is just an overview of some of our volunteer opportunities. Please check in with our Volunteer Resources staff for more information and other opportunities.

Services: Services volunteers may work in one or both of our programs areas-- Children's Service and Adult Services. These positions include After-School Homework/Literacy Mentors, Food Share Grocers, Activity Leaders, Camp Many Mansions Leaders, and more. These are positions of direct service to our residents.

Administration: Our reception desk is staffed primarily by volunteers who assist with answering phones, greeting visitors, and a variety of office-related tasks.

Development/Special Events: Volunteers help with everything from coordinating and staffing special events to soliciting in-kind donations and coordinating bulk mailings.

Board Committees: As volunteer leaders, our Board of Directors plays an important role in the success of the organization. The Board of Directors has

established a number of committees (e.g. Housing, Resource Development, Services, etc.) that assist the organization in these areas. You can be a member of these Committees and play a strong role in assisting Many Mansion.

Professional/Pro Bono: Volunteers with special skills, such as attorneys, medical professionals, accountants, graphic designers, and more, help to expand the capacity of paid staff when the organization lacks the funding to pay for additional help. If you have special skills or experiences that you would like to donate to Many Mansions, please talk with our Volunteer Coordinator.

Internships/Service Learning Projects: We welcome students seeking internship and service learning credits. Most posted volunteer opportunities can be tailored for such experiences. We are also open to discussing other projects that may be mutually beneficial. The Volunteer Coordinator can assist you with exploring internship and service learning options.

Special Placements: Do you have a special skill or talent that you would like to offer? We welcome your ideas for additional volunteer opportunities. Our Volunteer Coordinator can assist you in exploring your ideas.

Your Volunteer Commitment

To volunteer with Many Mansions:

- You **MUST** complete all required paperwork for acceptance into the volunteer program. If you are volunteering in a position that works with children, you will need to obtain a Live Scan fingerprinting report at your own expense (which may be tax-deductible). Your name will **NOT** be sold, traded or given to any other organization.
- You understand that Many Mansions may run criminal, background, and reference checks on you. Many Mansions may run these checks at its sole discretion. To facilitate any such check, you agree to supply any necessary information including references who will be contacted by the Volunteer Coordinator.
- You are expected to pay all your own expenses associated with volunteering as a Many Mansions volunteer. In certain instances some expenses will be reimbursed, but you must receive approval in writing from the Volunteer Coordinator before Many Mansions will reimburse you for any expense.
- You understand that Many Mansions does carry insurance for the protection of volunteers while you are doing tasks specifically assigned to your volunteer position. It does not cover you when not actively engaged in your assigned volunteer position. Many Mansions does not carry health, medical, worker's compensation, disability or any other insurance coverage for any volunteer.

- You are expected to complete any assignments for which you volunteer. If you cannot complete the assignment, you are expected to notify the Volunteer Coordinator immediately.
- You are expected to respond to communication from our staff as soon as possible upon receipt. The staff is committed to responding to you in a timely manner, as well.
- All content developed by any volunteer as a Many Mansions volunteer is the property of Many Mansions. This includes, but is not limited to all graphic materials, web pages, narratives, research, compilations, instructional texts, text, photos, videos, writings, computer programs, spreadsheets, summaries, and recordings. This also includes any royalties, proceeds, or other benefits derived from these materials. Volunteers will receive appropriate credit for their submissions.
- Volunteers grant Many Mansions rights in all photographic images, video and audio recordings of volunteers made during volunteer's work for the Many Mansions.
- You MUST submit a total of your volunteer hours worked for the month to the Volunteer Coordinator by the 5th of the following month. These hours are used to recognize your contribution, to show potential donors and funders that we are supported by community clients, and in grant reports.
- When communicating via email or in any content on the Internet on behalf of Many Mansions and Many Mansions, follow general netiquette guidelines. If at any point you receive any e-mail that you feel is inappropriate, for any reason, and you believe you have received it in conjunction with your involvement with the Many Mansions, please forward the email and other details about the communication to the Volunteer Coordinator.
- Use common sense when communicating with anyone in relation to your Many Mansions volunteer assignment. We suggest you follow this rule: "don't reveal anything about yourself to a client that you would not feel comfortable revealing to a stranger you met on the street."
- We invite you to constructively share ideas, concerns and suggestions with the Volunteer Coordinator when appropriate to help increase the effectiveness of the program.
- We also invite you to seek and accept constructive feedback on your performance. In the event of unsatisfactory performance or poor attendance, Many Mansions has the right to dismiss volunteers according to the procedures set forth in the Volunteer Handbook. Many Mansions or the volunteer can terminate this relationship at will.
- You MUST follow the dress code outlined in the Handbook during your volunteer service and, especially, while representing Many Mansions at functions, meetings and events.

- You MUST return all Many Mansions and Many Mansions' property when your volunteer service with our organization ends.
- While associated with Many Mansions and Many Mansions as a volunteer, and thereafter, you MUST adhere to our Confidentiality and Non-Disclosure Policy.
- You should communicate with your supervisor regarding questions or concerns about your duties or responsibilities. If you have an issue that you do not feel comfortable discussing with your immediate program supervisor, please contact the Volunteer Resources staff for assistance.

Volunteer Benefits

There are many benefits to becoming a Many Mansions' volunteer. Just some include:

- Formal and informal recognition;
- Opportunities to move into leadership volunteer roles as appropriate;
- Special invitation to Many Mansions-sponsored events as appropriate;
- Continuing education opportunities to gain new skills, knowledge and personal enrichment; and
- Your mileage and other expenses relating to your volunteer work may be tax-deductible. Please consult with your tax professional for more information.

Representing Many Mansions

Volunteers are authorized to act as representatives of the Many Mansions only to the extent authorized in their position descriptions. Volunteers may not contact organizations or individuals on behalf of the Many Mansions and/or Many Mansions unless they are given express written directions to do so by the Volunteer Coordinator.

Prior to any action or statement that might significantly affect or obligate Many Mansions, volunteers must seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts alone or with other organizations, or any agreements involving contractual or other financial obligations.

Media Contact: Media relations are complicated, even for those trained in this area. Many Mansions Volunteers are not authorized to speak on behalf of Many Mansions to the media. Send all media inquires immediately to the Volunteer

Coordinator. Note that media inquiries are extremely time sensitive and should be acted on as soon as they come in.

Standards of Conduct and Client Service

We uphold the highest standards of conduct and service when representing Many Mansions. As a Volunteer, you will be held accountable to these standards. Of course, no written standards can ever take the place of good judgment and common sense. When in doubt, remember the Golden Rule: "We treat all living creatures as we ourselves would wish to be treated."

- **Be Professional:** Remember, you represent Many Mansions and the first impression you create with your professional appearance will be a lasting one.
- **Be Responsible:** Service begins and ends with individuals. While you cannot control past or future interactions each client or potential client will have with Many Mansions, you can guarantee the quality of your own, individual contacts. Each individual staff member can potentially make or break the chain of great service. Responsibility is the key to this process.
- **Be Positive:** Approaching our assignments with enthusiasm and dedication will carry across to clients, potential clients, and other staff- attitudes are contagious.
- **Be Friendly, Courteous and Helpful:** Common sense courtesy goes a long way in making a positive impression on our current and potential clients. While these standards may seem like common sense, it is our role to make sure that they are also "common practice" here at Many Mansions.
- **Be Knowledgeable:** If we are to fulfill our mission, it is crucial that we keep up-to-date and remain knowledgeable about Many Mansions programs, services and needs. The public does not distinguish one division from another. To them, we are all Many Mansions, and they expect prompt, courteous and accurate responses to all their questions and concerns, regardless of our individual specialty or field of knowledge.

Smoking Policy: As part of Many Mansions' efforts to provide a safe and healthy workplace, smoking is prohibited on Many Mansions' premises, including but not limited to work areas, break areas, bathrooms, conference rooms, and hallways. Volunteers who smoke may do so only outside and away from other volunteers, employees, residents and visitors.

Our Driving Standards

When driving on behalf of Many Mansions in your personal vehicle, you will need to carry personal automobile insurance. Many Mansions provides automobile insurance coverage as secondary insurance. You are covered by this minimal liability insurance only when driving in activities necessary to the business of Many Mansions and within your assigned volunteer role as noted in your volunteer position description. Prior to driving on behalf of Many Mansions, you will be required to have a photocopy of your current driver license and personal automobile policy on file with our Volunteer Resources staff. In accepting insurance coverage from Many Mansions, you agree to allow us to conduct a motor vehicle record review during the course of your volunteer service.

You should not engage in speeding, making a left turn onto Thousand Oaks Boulevard from our main office parking lot, or using cellular phones while driving. Texting and emailing are also forbidden while driving on behalf of Many Mansions. Personal use of Many Mansions' vehicles is strictly forbidden.

You must report any accident that occurs on Many Mansions business, however minor, to the Volunteer Coordinator immediately. He or she will provide you with any further instruction. Failure to report an accident immediately may result in disciplinary action up to and including termination of volunteer service.

Children's Services Policies

For the safety of the children, staff members and volunteers participating in our Children's Services programs, these policies and procedures must be followed:

- When volunteering, inappropriate behavior, language, shouting, and teasing/insulting remarks toward residents, staff, or other volunteers will not be tolerated. Gossiping about others, physical touching of others, violent or rude behavior, theft, abusing the contents of the room or throwing of food or items is not allowed. If these or other inappropriate behaviors occur, an Incident Report will be filed by the Site Coordinator.
- Volunteers can never be left alone with Many Mansions' youth under 18, even if there is more than one child. At all times there should be at least 2 adults with a youth, one of whom will be a Many Mansions staff person.
- All relationships with residents, staff, and other volunteers of all ages must be kept professional. No dating, flirting, etc. is allowed and is cause for immediate termination. No full body hugs or hanging on staff, youth or volunteers is acceptable.
- Volunteers are not permitted to initiate contact or relationships with Many Mansions' youth under 18 outside of participating in regularly scheduled volunteer programs, such as after-school tutoring. Contacting a Many Mansions' youth outside of regular program hours potentially puts a child

- at risk, is considered inappropriate, and is grounds for termination of your volunteer service.
- If a volunteer suspects a child is being abused or neglected, the volunteer will immediately or prior to leaving the site for that day, report the information to your program supervisor.
 - Appropriate attire must be worn at all times. Closed-toes shoes must be worn when working on Many Mansions' properties- no flip flops! No drug or alcohol paraphernalia related apparel; no clothing that is too revealing (e.g., mid-riffs, shorts above mid-thigh, low v-necks, etc) will be permitted.

Mandatory Reporting: Some of the above mentioned behaviors are also considered a part of the Mandatory Reporting Requirement. Therefore, as required by law, Children Services Site Staff will complete all Mandatory Reporting Paperwork and will call Child Protective Services at the time of any incident.

Confidentiality and Non-Disclosure Policy

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information of Many Mansions to which they are exposed while serving as a volunteer. Failure to maintain confidentiality will result in termination of the volunteer's relationship with Many Mansions. Our volunteers agree and understand any breach of this confidentiality will cause Many Mansions immediate and irreparable harm.

Conflicts of Interest

Volunteers and employees should avoid any outside activity that could adversely affect the independence and objectivity of their judgment, interfere with the timely and effective performance of their duties and responsibilities, or that could discredit Many Mansions or conflict or appear to conflict with Many Mansions' best interests. The success of Many Mansions rests on its reputation and the goodwill of its many supporters.

Unless expressly authorized, no outside activity should involve the use of Many Mansions' assets, funds, materials, facilities, time or the services of other Many Mansions' volunteers and employees. Violations of this policy may result in corrective action, up to and including termination of volunteer service.

Examples of conflicts of interest include but are not limited to:

- Volunteering in an attempt to secure preferential treatment for yourself, a friend, relative, or acquaintance currently on our waiting list;

- Promoting or selling their (or a friend's) business or goods to our residents; and
- Receiving gifts from or giving gifts to our residents, without express written consent from our Services or Development staff.

If a potential or an actual conflict of interest arises, it is important for volunteers and employees to discuss it promptly with their supervisor. If you feel you are being asked to take part in an activity that is in conflict with the vision and philosophies of Many Mansions, please feel free to speak with the Volunteer Coordinator or a member of the Human Resources staff.

Non-Harassment Policy

(Adapted from Many Mansions' Human Resources Binder)

Harassment, including sexual, racial and ethnic harassment, as well as any other harassment forbidden by law, is strictly prohibited by Many Mansions. Volunteers who violate this policy are subject to disciplinary action, including possible termination of volunteer service.

Racial, ethnic and other forms of prohibited harassment include, but are not limited to:

- Visual conduct, including displaying of derogatory objects or pictures, cartoons, or posters; or
- Verbal conduct, including making or using derogatory comments, epithets, slurs and jokes.

In addition, sexual harassment is defined by the regulations of the Fair Employment and Housing Commission as unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature. Sexual harassment includes gender harassment and harassment on the basis of pregnancy, childbirth, or related medical conditions, and also includes sexual harassment of an employee of the same gender as the harasser.

This includes, but is not limited to, the following types of offensive behavior:

- Unwanted sexual advances;
- Offering employment benefits in exchange for sexual favors;
- Making or threatening reprisals after a negative response to sexual advances;
- Visual conduct, including leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons, or posters;
- Verbal conduct, including making or using derogatory comments, epithets, slurs and jokes;

- Verbal sexual advances or propositions;
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations;
- Physical conduct, including touching, assault, impeding or blocking movements; and
- Using nicknames or terms of endearment with a racial or sexual connotation.

Examples of sexual harassment include:

- A volunteer's service being terminated or being denied an assignment or benefit because the volunteer refused to grant sexual favors or because he or she complained about the harassment;
- A volunteer reasonably quitting his or her volunteer position to escape harassment; or
- A volunteer being exposed to a hostile work environment.

Paid staff and leadership volunteers are prohibited from providing favorable treatment to other employees or to volunteers with whom they are involved in a consensual sexual relationship.

Volunteer Attendance Policy

When you commit to a Many Mansions volunteer position, you become a valuable member of our team. You play an important role in the success of our mission. We ask that you do not make a commitment that you are not able to fulfill or take on responsibilities for which you do not feel you are qualified.

"No-Show"

Please call your direct supervisor as far in advance as possible if you will be unable to perform your volunteer duties for any reason. Failure to perform the duties of your volunteer position or to meet required deadlines without notifying the Volunteer Coordinator or your staff supervisor in advance will impact your participation in the volunteer program. By not fulfilling your commitment, you miss out on opportunities to join with us in promoting and providing well-managed housing with life-enriching services for limited-income residents of the Conejo Valley, Ventura County and their surrounding communities. Please notify the Volunteer Coordinator or your staff supervisor immediately if you are unable to fulfill the responsibilities of your volunteer position. You will be dismissed from the volunteer program if we do not hear from you within a reasonable amount of time, no longer than one week after your expected deadline or after contact has been attempted by our staff.

Reporting Your Volunteer Time

You are responsible for reporting your volunteer time. When volunteering on site at a property or event, use the provided Volunteer Timesheet to track your participation. When working on an assignment off-site, for example from home or school, total your hours for the month and email them to the Volunteer Coordinator by the 5th of the following month.

You must notify the Volunteer Coordinator if you will not be reporting volunteer time for any reason for one month or more. Failure to report your volunteer time without notification may result in dismissal from the volunteer program.

Leave of Absences

If you are unable to volunteer due to unforeseen circumstances, you may request a personal leave-of-absence for three months. Leave-of-Absence requests must be discussed with the Volunteer Coordinator prior to the proposed period of absence, unless an emergency dictates immediate action.

Any volunteer who is temporarily disabled and unable to work due to a medical condition will, upon request, be granted a medical leave of absence for up to five months. The term "medical condition" encompasses all temporary medical disabilities, including, but not limited to surgery, pregnancy, child birth and related medical conditions. Medical leave requests must be discussed with the Volunteer Coordinator prior to the proposed period of absence, unless an emergency dictates immediate action.

Upon returning from a medical leave of absence, Many Mansions will request an authorization/release from your physician indicating that the returning volunteer is physically able to return to his or her volunteer position. The release must indicate the effective date, be signed by the physician, and be submitted to the Volunteer Coordinator either prior to or on the first day returning to volunteer.

Holidays

The Many Mansions recognizes thirteen holidays each calendar year:

New Year's Eve Day	Labor Day
New Year's Day	Thanksgiving Day
Martin Luther King Day	Day after Thanksgiving
Presidents' Day	Memorial Day
Independence Day	

Our offices and programs are closed from Christmas Eve through New Year's Day. In addition, some of our programs are based on the local school calendar

and may be closed during school holidays. You will be notified of these dates if you volunteer in affected programs.

Performance Feedback

The purpose of performance feedback is to help us all maintain our standard of service. The paid staff uses observations of volunteer performance to evaluate the success of volunteer training and support programs. Providing feedback to volunteers helps improve skills and reinforces the superior performance of the entire Many Mansions team.

Our staff will observe volunteer performance and offer feedback based upon those observations. In addition, there may be opportunities for various forms of self-evaluation on a regular basis. Staff is always available to observe or assist in individual cases where additional coaching or feedback would be useful. The Volunteer Coordinator will meet with regular (those who volunteer at least once a month on an ongoing basis) volunteers at least annually to exchange feedback.

Coaching & Disciplinary Procedures

Many Mansions strives to provide a fair method of coaching and disciplining volunteers if they are not fulfilling the responsibilities of their position or have not acted in Many Mansions' interests. Circumstances may sometimes warrant immediate termination. It should be remembered that volunteer commitment is by the mutual consent of the volunteer and Many Mansions. Either the volunteer or Many Mansions can terminate this relationship at will.

When the relationship between Many Mansions and a volunteer ends due to a disciplinary procedure, all Many Mansions property, if any has been issued, must be returned to the Volunteer Coordinator immediately. All volunteer benefits will terminate as of that date.

Examples of impermissible conduct which may lead to disciplinary action are:

- Theft or unauthorized removal of property belonging to Many Mansions, another volunteer or employee, a resident or a visitor;
- Unauthorized use of Many Mansions' equipment, time, materials or facilities;
- Use, possession, or sale of unlawful drugs or alcohol while on Many Mansions' premises, while in a Many Mansions vehicle, or while performing your volunteer duties, or reporting to your assignment under the influence of alcohol or any unlawful drugs;
- Bringing or possessing firearms, weapons, or other hazardous or dangerous devices or substances onto Many Mansions' property or into a Many Mansions vehicle;
- Failure to observe safety regulations;

- Carelessness or negligence while performing duties;
- Wearing extreme, unprofessional or inappropriate dress or hairstyles when representing Many Mansions to clients or the public;
- Destruction or damage to the property of Many Mansions, another volunteer or employee, a resident or visitor;
- Threatening, intimidating or coercing other volunteers, employees, residents or visitors;
- Fighting or provoking a fight on Many Mansions' time or property;
- Insubordination, including improper conduct toward a supervisor;
- Disrespect or discourtesy to other volunteers, employees, residents or visitors;
- Failure to immediately report an accident or injury;
- Falsifying, altering, destroying or willfully omitting information from any Many Mansions' records;
- Failure to follow Many Mansions' procedures for maintaining confidentiality;
- Inappropriate contact with a child under the age of 18- contact with a resident minor and/or his or her family outside of the hours of volunteer service.

Grievance Procedures

If you have any questions or challenges regarding your volunteer assignment, please bring them to the attention of your staff supervisor or the Volunteer Coordinator. Staff will investigate your concerns and provide you with a response as soon as possible.

Many Mansions strives to provide you with an opportunity to raise your questions or challenges in confidence and without fear of reprisal or discrimination. Every effort will be made to investigate and settle the issue on a fair and equitable basis.

Special Note

*The Many Mansions staff and its resident services greatly appreciate all that our volunteers do to promote the mission of our organization and perpetuate the vision of our founders. We are all enriched by the time and talents you bring to the work at hand.
Thank you!*

Acknowledgement of Receipt of Handbook

Sign and return this page to the Volunteer Coordinator by either email or snail mail to:

Many Mansions
1459 E. Thousand Oaks Blvd., Bldg. D
Thousand Oaks, CA 91362
Attn: Tiffani Hill

tiffani@manymansions.org

Fax: 805-497-1305

I have read Many Mansions Volunteer Handbook and agree to abide by the policies and guidelines as stated within.

Print Name

Signature

Date