

Operation Homefront Volunteer Handbook 2017



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INTRODUCTION

Operation Homefront is a nonprofit 501(c) (3) that provides emergency financial and other assistance to the families of our service members and wounded warriors.

This handbook is intended to help volunteers get acquainted with Operation Homefront, also referred to in this document as the "Company." It explains some of Operation Homefront's philosophies and beliefs, and describes, in general terms, the volunteer guidelines. It will serve as a useful reference document throughout your volunteer experience at Operation Homefront.

Volunteers may electronically acknowledge receipt and agreement to the terms in the Volunteer Handbook.

VOLUNTEER GUIDELINES

Volunteers serve at the sole discretion of Operation Homefront. Operation Homefront may elect to engage or discontinue a volunteer's service at any time for any reason. Completing the Volunteer Application does not guarantee engagement in Operation Homefront volunteer activities.

Every volunteer goes through a placement process. While some volunteer placements are relatively simple for "one-time" events, others are more complex and require the completion of several steps, depending on the level and position of the volunteer assignment. While every effort is made to place all volunteers in positions of interest and choice, it is important to match individual skills and talents with available assignments.

Depending on the level of involvement and position, volunteers may be asked to complete an application, interview and orientation or training. In addition, ongoing or recurring volunteer positions will require a satisfactory criminal background check prior to placement.

If a volunteer fails to comply with Operation Homefront's policies and procedures or the volunteer's performance is not satisfactory to Operation Homefront, Operation Homefront, in its sole and absolute discretion, may take action to attempt to correct the problem, including but not limited to verbal counseling by supervisor and/or a written warning, or terminate the volunteer service.

Minors as Volunteers

Minimum age for volunteering is 7 years old, when following stipulations are met. * Operation Homefront strives to accommodate most age groups in offering volunteer opportunities, but must always look to liability and safety of all parties, first and foremost. Operation Homefront does not provide childcare during an event. * **Individual minors, 7-14 not part of an organized, assigned group, must be accompanied by a legal guardian. Minors that accompany an adult to an event must be of age and maturity level to have assigned duties that they can satisfactorily perform and must be supervised by their adult parent or guardian at all times and present a signed parental release / one-**

time volunteer form. Minors 7-14 may volunteer as part of a group with an adult/adults assigned to them and with a signed parental release form. Ages 15-17 may volunteer without a legal guardian as long as they have a signed parental release form. Large groups with designated chaperones will be accepted on a case by case basis but must still be 7 or older. Minors serving as volunteers do so at the sole discretion of Operation Homefront.

Non Solicitation/ Distribution of Literature

Approaching fellow volunteers or employees in the workplace regarding personal activities, organizations or causes, can create unnecessary apprehension and pressures for fellow colleagues. Volunteers may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause in the workplace during working time. The workplace includes Operation Homefront buildings, parking lots and driveway areas and work areas in which Operation Homefront work is regularly performed. This policy also prohibits solicitations via Operation Homefront E-mail to donors, staff, contacts of Operation Homefront or via any Operation Homefront data base at any time.

Personal Appearance

It is in Operation Homefront's best interest to present a professional image to its clients, donors, vendors and the public. During scheduled work hours, volunteers should present a clean and neat appearance and dress according to the requirements of their respective position or role. Questions concerning what constitutes appropriate attire should be addressed to the Operation Homefront supervisor.

Goods and Donations (monetary or otherwise)

Volunteer understands and agrees that any donated goods, monetary donations or donations of any other kind that are accepted on behalf of Operation Homefront, remain the property of Operation Homefront. Items will be promptly accounted for and documented on a log in record, with receipt provided to the donor. Acceptance of goods by a volunteer, via an outside source should be approved prior to acceptance. All donations shall be turned in to the volunteer's supervisor immediately following the acceptance and no later than 36 hours after acceptance. Any goods or other donations entrusted to a volunteer on behalf of Operation Homefront for distribution thereof, remain the property of Operation Homefront and will not be distributed in any manner other than specifically approved by Operation Homefront.

Time Records

Operation Homefront requires each volunteer to report the number of hours they have served. Tracking the number of volunteers and the hours they contribute is a vital component of managing a volunteer program. The IRS requires nonprofit agencies to report on how many volunteers serve in their organization.

HARASSMENT, DISCRIMINATION AND

RETALIATION-FREE WORKPLACE Volunteers who regularly use their personal vehicles for company business agree to furnish Operation Homefront a valid driver's license, current insurance ID card or a duplicate of said policy and all its endorsements, and up-to-date vehicle registration. The volunteer also agrees, upon request by an authorized representative of Operation Homefront, to verify that the policy is in force as of a particular date.

Motor Vehicle Records (MVR) may be reviewed on all volunteers who drive regularly as part of their position with Operation Homefront.

Operation Homefront prohibits volunteers from using cell phones or any other handheld device, pagers, digital assistants, laptops or any other electronic communicative devices while driving, except for verifiable emergencies, unless otherwise prohibited by state law. Violation of this policy will be subject to discipline, up to and including termination of the volunteer relationship.

Volunteers who travel regularly on behalf of OH must notify their supervisor immediately upon receiving a moving violation. All vehicle accidents while performing Operation Homefront duties must be reported immediately to their supervisor regardless of whether the volunteer thinks that the loss is covered by insurance or not. Volunteers' Motor Vehicle Insurance shall always be considered the primary insurance in case of an accident.

Operation Homefront is committed to providing a workplace free of harassment, discrimination or retaliation and prohibits all unlawful discrimination, harassment and intimidation. Every volunteer must avoid behavior or conduct that could reasonably be considered or interpreted as a violation of this policy. Anyone who witnesses or experiences any conduct, which they believe to be in direct violation of this policy, should report said conduct to their supervisor, manager or Operation Homefront's Director of Volunteer Engagement who will in turn work with the OH Human Resources Department.

Operation Homefront prohibits any act of retaliation against an employee, volunteer, or client who reports harassment or cooperates in an investigation of a complaint. Operation Homefront will preserve confidentiality to the extent the needs of the investigation permit.

SAFETY & SECURITY

Operation Homefront is committed to providing volunteers with a safe and healthy workplace. Volunteers should report unsafe conditions and not perform work tasks if the work is considered unsafe. Volunteers while acting on behalf of OH, must report all accidents, injuries and unsafe conditions to their supervisors. No such report will result in retaliation, penalty or other disincentive. In addition, any accident or injury incurred by a volunteer while volunteering on behalf of OH, must

be reported immediately by the supervisor to OH's insurance carrier and be documented in writing to the Director of Volunteer Engagement.

As directed and/or instructed each volunteer shall follow all safety rules that may be required concerning personal protection. Volunteers are expected to exercise due care in using equipment and machinery, have maintenance and/or service performed by an authorized person, and follow all operating training and instructions, safety standards, and guidelines as directed or instructed.

Driver Safety Policy

Volunteers who use a company-owned or personal motor vehicle while performing Operation Homefront business may be subject to the following control measures:

- Annual Motor Vehicle Records on all drivers
- Drug Test(s)
- Accident Investigations
- Insurance Verification Requirements (Non-Company Owned Vehicles)
- Vehicle Registrations (Non-Company Owned Vehicles)

Company vehicles shall be used only to conduct Operation Homefront business. Only Company employees or volunteers may drive or ride in any Company vehicles unless prior arrangements have been made with management for non-employee or non-volunteer drivers or riders, including children and family members of volunteers. Children are strictly prohibited from riding in the bed of the trucks.

Volunteers who regularly use their personal vehicles for company business agree to furnish Operation Homefront a valid driver's license, current insurance ID card or a duplicate of said policy and all its endorsements, and up-to-date vehicle registration. The volunteer also agrees, upon request by an authorized representative of Operation Homefront, to verify that the policy is in force as of a particular date.

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Security Inspections/ Operation Homefront Property

Operation Homefront volunteers should understand that the desks, lockers, cabinets and/or other storage devices, assigned to or otherwise provided to volunteers during a work assignment and for the convenience of the volunteer, remain the sole

property of Operation Homefront. Accordingly, these storage areas, as well as any articles found within them, may be inspected for any reason, at any time, by any agent or representative so deemed by Operation Homefront, either with or without prior notice to the volunteer.

Volunteers who wish to avoid inspection of any personal articles or materials are encouraged to refrain from bringing personal items on Operation Homefront premises.

Any property assigned to a volunteer by Operation Homefront including but not limited to laptops, cell phones, furniture and any other tools provided for the carrying out of their duties remains Operation Homefront property. All property should be promptly returned to OH when the volunteer service ends for any reason or at any time when requested by the Operation Homefront Supervisor designee. Volunteer is responsible for the safe keeping of all Operation Homefront property entrusted to them. In addition, any volunteer being assigned OH property will be required to complete and sign a Property Checklist provided to them by their supervisor, with a signed copy forwarded to the Department of Volunteer Engagement.

WORKPLACE VIOLENCE

Operation Homefront does not tolerate violence in the workplace, including physically aggressive, violent or threatening behavior, such as attempts to instill fear in others or intimidation, behavior that suggests a tendency toward violent behavior, damaging or defacing property, or bringing firearms or weapons of any type or kind onto Operation Homefront premises or while conducting Operation Homefront business.

If an Operation Homefront volunteer becomes aware of or observes any of the above referenced behavior or actions by a volunteer, employee, consultant, client, third-party vendor, visitor or anyone else, they must notify their supervisor. In addition, volunteers should notify their supervisor if they are aware of any restraining orders that are in effect, or of the existence of any other non-work related situation with the potential to erupt into workplace violence.

All reports of violence in the Operation Homefront workplace will be taken seriously and will be investigated. To the extent possible, Operation Homefront will keep the identity of the reporting volunteer confidential. However, under certain circumstances, Operation Homefront may need to disclose the reporting volunteer's identity (for example, to protect that individual's safety).

Weapons

Operation Homefront has "zero tolerance" for, and expressly forbids the possession of, while on Operation Homefront or client property, any type of weapon, firearm, explosive and/or ammunition to the full extent of the law. For purposes of this policy, Operation Homefront property includes, but is not limited to, all company or client facilities, and company-provided vehicles and equipment that are either leased or owned by Operation Homefront. In addition, Operation Homefront strictly prohibits the carrying or possession of any weapon in a parking facility or parking area. This policy includes volunteers who have a license to carry a concealed

handgun.

Operation Homefront reserves the right to conduct a reasonable search of the person, work area, personal items or any vehicle in the possession or subject to the control of any person suspected of violating this policy to investigate whether a prohibited weapon is present.

DRUG AND ALCOHOL USE

The policy of Operation Homefront is to maintain a drug-free workplace. As a condition of continued volunteer experience, all applicants, employees and volunteers must comply with this policy. The term "workplace" is defined as Operation Homefront property, any Operation Homefront sponsored activity or any other site where the volunteer is performing work for or representing Operation Homefront. Additionally, volunteers are prohibited from possessing, consuming and/or being under the influence of alcoholic beverages, while on Company premises or business. In limited circumstances, volunteers may be permitted to consume alcohol during Company-sponsored events when approved by management. In these circumstances, volunteers may not drink to the point of impairment. Any volunteer convicted for a criminal violation regarding the use, possession, or distribution of controlled substances must notify their supervisor in writing within five (5) days of such conviction.

CONFIDENTIALITY

Volunteers may have access to Operation Homefront records and information relating to Operation Homefront and/or its clients is confidential. This includes without limitation, information used in Operation Homefront's business not generally known to the public, information disclosed to Operation Homefront with a requirement that it be kept confidential; donor names, vendor lists and customer lists nonpublic financial data, including financial statements, payroll information, overhead ; business plans, personal employee or volunteer information; contracts or proposals for services and/or goods or similar materials ("Confidential Information"). Volunteer may not remove any Confidential Information from Operation Homefront's premises without permission from the Chief Executive Officer (except in the ordinary course of performing duties on behalf of Operation Homefront). Additionally, Confidential Information and the contents of Operation Homefront or its client's records or information otherwise obtained in regard to business may not be disclosed to anyone, except where required for a business purpose. Volunteers must not disclose any Confidential Information, purposefully or inadvertently through casual conversation, to any unauthorized person inside or outside Operation Homefront. Volunteers who are unsure about the confidential nature of specific information must ask their supervisor for clarification. Volunteers will be subject to disciplinary action up to and including immediate termination of the volunteer relationship, for knowingly or unknowingly revealing information of a confidential nature.

CONFLICT OF INTEREST

Volunteers should avoid situations that may involve a conflict of interest between their personal interests and the interests of Operation Homefront. Volunteers and their immediate family members (parent, child, sibling and spouse of each) and those living in the same households of each are eligible to receive services and goods through the various Morale programs conducted by Operation Homefront provided they satisfy all requirements as far as eligibility. In regards to other services such as Emergency Assistance grants, homes, or other donated services or programs, intended for use by Operation Homefront's clients, they must meet eligibility requirements AND apply for assistance through normally established processes AND the volunteer cannot be part of the decision making process.

Business Courtesies or "Perks"

Operation Homefront does not wish to gain any advantage through the improper use of business courtesies. Volunteers may not accept cash or cash equivalent gifts, favors or personal benefit from any supplier, vendor, donor, individual or entity doing business, anticipated to do business or seeking to do business with Operation Homefront. Business-related meals and marketing related products offered by suppliers, vendors, donors, individuals or entities are considered to be acceptable as long as not in excess of \$50. Volunteers should report any business courtesy or perk offered and/or received to their immediate supervisor.

COMMUNICATION

Technology Use

Any computers or other technology to which a volunteer has access to shall be used for business purposes only. Users have no expectation of privacy with respect to any information residing on Operation Homefront hardware, software or other Operation Homefront property. In its sole discretion, Operation Homefront, at all times, retains the right to access and search all directories, indices, files, databases, e-mail messages, electronic transmissions, or any other electronically stored information contained in, stored in, or disseminated by Operation Homefront-owned computers, or other electronic systems, devices or storage media, or systems and devices designated for Operation Homefront, without prior notice, for the purpose of ensuring compliance with all Operation Homefront policies. This right applies both during the volunteer's volunteer experience or user's relationship with Operation Homefront and after the termination of volunteer experience or relationship.

TRAVEL

Any travel performed by a volunteer on behalf of Operation Homefront, in which a volunteer may be reimbursed for expenses, must be pre-approved by the supervisor. Volunteer expenses are expenses related to transportation, meals, lodging and miscellaneous items incurred by an active registered volunteer when performing assigned duties. Reimbursable expenses do not include expenses paid with Operation Homefront funds such as cash advances or charge accounts.

All active registered volunteers traveling on Operation Homefront business are expected to select the most economical means of transportation, hotels and meals under the circumstances. All travel must be pre-approved by the supervisor prior to making travel arrangements.

Use of personal vehicle for Operation Homefront business mileage may in some instances, be reimbursed in excess of 30 miles (rounded- trip) per occurrence at a rate of 0.25 cents per mile, with pre-approval by the supervisor.

Reimbursable expenses are expenses related to transportation, meals, lodging and miscellaneous items incurred by an active registered volunteer when performing assigned duties and when pre-approved by the supervisor. Reimbursable expenses do not include expenses paid with Operation Homefront funds such as cash advances or charge accounts. Expense reports must be completed and submitted to the supervisor for approval within five (5) business days of travel. Expenses over 90 days old will not be reimbursed. All detailed receipts must accompany the original signed expense report.

Meals

Volunteers are expected to obtain meals at reasonable costs when on travel status. Maximum allowable reimbursement amounts are 7-10 dollars for breakfast, 10-15 dollars for lunch and 15-25 dollars for dinner.

Meal expenses must be reported on the expense statements and be accompanied by detailed receipt(s). Expenses will not be reimbursed for alcoholic beverages.

Lodging

Lodging will be reimbursed for competitively priced and conveniently located hotels and motels. All overnight stays must be pre-approved by the volunteer's supervisor. Expenses relating to pay-per-view TV channels, alcohol and tobacco products, and meals provided through room service, etc., which is charged to an employee's room, will not be reimbursed. Advance lodging arrangements paid via company credit card on behalf of the volunteer is preferred. Any reimbursable lodging expenses should be included in the expense report within five (5) days of travel.

Transportation Guidelines

- **Company Vehicle Usage:** Operation Homefront vehicle usage is defined as activities that involve performance of one's duties for the benefit of the organization in accordance with the directive and instructions received from Management. No Company vehicles are to be used for personal activities. Volunteers who are assigned a Company vehicle will only use the vehicle for official Operation Homefront business and will be held responsible for any and all accidents or damage that occurs during non-business related driving. Operation Homefront does not provide automobile liability insurance coverage for any accidents, claims, demands, suits, damages, etc. occurring or arising out of the non-business related use of a Company vehicle, or for the operation or use of a Company vehicle in a manner which is in violation of this policy. Only

Operation Homefront staff or registered volunteers are authorized to use the vehicle and any of the following circumstances is considered a direct violation of this policy:

- Unauthorized operation of use of a Company vehicle.
- Operating a Company vehicle without a valid operator's license or under suspension or revocation of operating privileges.
- Operating or using a Company vehicle by anyone who has consumed any alcoholic beverage of any amount and/or consumed or ingested any controlled or illegal substance or drug.
- Operating a Company vehicle in a careless or dangerous manner, including speeding or any other unlawful operation.
- Hauling goods or pulling any type of trailer for any reason other than Operation Homefront business.
- Operating a Company vehicle while not wearing a seat belt.
- Smoking in a Company vehicle.
- Texting when operating a Company vehicle.
- Operating a Company vehicle by or with non-volunteers (i.e., family members).

Air Travel

In some instances, travel by air may be required. The traveler must have prior approval from their supervisor. All air travel arrangements should be made by Operation Homefront.

- Air travel must be coach. Upgrades will not be reimbursed.
- Must obtain the lowest airfare available that reasonably meets business travel needs.
- Travelers are encouraged to book flights 30 days in advance to avoid premium pricing.

Court Appointed Volunteer Service

Volunteer agrees to disclose at the onset of the application process, whether they are seeking volunteer hours to satisfy a requirement of the courts. It is Operation Homefront's policy, to not utilize court appointed volunteers due to the level of supervision and documentation of hours, required.

Media Relations

Any contact or requests for information via any media avenue, is to be redirected to the volunteer's supervisor. The volunteer is not to speak on Operation Homefront's behalf unless specifically trained and authorized to do so with pre-approved talking points.

LEGAL TERMS

VOLUNTEER AGREEMENT

Survival of Obligations and Enforcement.

By signing below, I acknowledge that I have received a copy of the Operation Homefront Volunteer Handbook. I agree to read it thoroughly, including the statements describing the purpose and effect of the Volunteer Handbook. I agree that if there is any policy or provision in the Volunteer Handbook that I do not understand, I will seek clarification from my supervisor or Human Resources.

I understand that Operation Homefront has the right to change the handbook without notice. It is understood that future changes in policies and procedures may supersede or eliminate those found in this handbook. Further, I understand and agree that this handbook represents a brief summary of some of the more important Operation Homefront policies. Consequently, the handbook is not all-inclusive.

Release. I agree to assume all risks involved in any and all duties that I perform for Operation Homefront, which duties may be hazardous, including, but not limited to, home repairs, moving assistance, loading and unloading supplies, transportation to and from work sites, and special events. On behalf of myself and anyone claiming on my behalf, I do hereby release and forever discharge and hold harmless Operation Homefront and its employees and volunteers harmless from any liabilities or injuries of any kind or nature that may arise out of my volunteer service, including, without limitation, liabilities or damages arising out of the negligence of Operation Homefront or third parties.

Waiver of California Civil Code Section 1542. I specifically and expressly waive all rights under Section 1542 of the California Civil Code, to assert a claim that may now exist or that may arise in the future based on facts that may be unknown to me now. Section 1542 of the California Civil Code states “[a] general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor.” By waiving this provision, I expressly have, fully, finally, and forever settled and released any and all claims arising out of my volunteer service to Operation Homefront.

I AM AWARE THAT THIS AGREEMENT CONTAINS A RELEASE OF LIABILITY AND WAIVER OF CERTAIN RIGHTS, INCLUDING MY RIGHT TO SUE FOR DAMAGES, INCLUDING THOSE CAUSED OR ALLEGED TO BE CAUSED BY THE NEGLIGENCE OF OPERATION HOMEFRONT OR ANY THIRD PARTY, AND THAT THIS INSTRUMENT IS A CONTRACT BETWEEN ME AND OPERATION HOMEFRONT, FOR THE BENEFIT OF OPERATION HOMEFRONT, AND I SIGN IT OF MY OWN FREE WILL.

Photographic Release.

I hereby grant and convey unto Operation Homefront all right, title and interest in any and all photographic images, video or audio recordings made by Operation Homefront and all royalties, benefits, or proceeds derived from such materials, including materials that incorporate my image or voice.

Any legal action other than to obtain a restraining order and/or injunction commenced by a party concerning this Agreement shall be commenced in a court of competent jurisdiction in Bexar County, Texas. This Agreement shall be construed in accordance with the laws of the State of Texas, excluding its conflicts of law. If any part of this Agreement is deemed by a competent legal authority to be unenforceable, it shall be reformed to the extent necessary to most fully effect the parties' intentions as expressed herein. The prevailing party of any legal action under this Agreement, including a party that is granted a restraining order and/or injunction, regardless of whether monetary damages are awarded, is entitled to recovery of its costs and attorney's fees.

This Agreement shall be construed according to its fair meaning and not for or against either party. It may not be waived or modified except by signed writing by both parties. Failure of either party to seek a remedy for the breach of this Agreement by the other shall not constitute a waiver of the right of such party with respect to the breach or any other or subsequent breach by the other party. This Agreement may not be assigned, by operation of law or otherwise, without the prior written consent of Operation Homefront. This Agreement is binding on and inures to the benefit of Operation Homefront's successors and assigns.

I understand that my electronic or actual signature below indicates that I have read and understand the above statements in the e Volunteer Handbook and will abide by these policies as a term or condition of my volunteer experience.

The obligations that I have under this Agreement shall survive the termination of volunteer service, regardless of the reasons or method of termination. I agree that Operation Homefront shall be entitled to recover from me all attorneys' fees incurred in enforcing Operation Homefront's rights under this Agreement.

Volunteer Name

Signature:

VOLUNTEERS UNDER THE AGE OF 18

I certify that I am a parent or legal guardian of the above named volunteer, who is under the age of 18. As a parent or legal guardian of the above named volunteer, I hereby give my consent to allow my child/ward to perform volunteer services for Operation Homefront as described within the Volunteer Agreement; and I fully understand and agree to all terms and conditions as set out in this Agreement, including, without limitation, the waiver and release of liability, and have, to the best of my ability, explained them to my child/ward.

Parent/Legal Guardian Name
