



**FAMILY JUSTICE CENTER**

# **Volunteer Manual**

## Welcome!

Thank you for investing your time, energy, and skills in the Family Justice Center. Community Fellows and Volunteers provide tremendous support to our clients and staff, and for that we cannot thank you enough.

This manual is designed to provide you with necessary policies and instructional information. In addition, it offers helpful reminders about the clients we serve and the reason our work is so important. You are encouraged to reference this manual throughout your tenure at the Center.

It is our hope that our relationship with you will be a long and fulfilling one. Should you ever have any questions or suggestions, or should you find yourself needing additional support, please know that you may turn to the Center staff at any time. Please remember that you are making a difference in the lives of so many of our clients and in our community.

Sincerely,

The Staff of the Family Justice Center



## **On-Site Volunteers, Interpreters, and Interns**

### **Confidentiality**

For the safety and privacy of those using the services at the Family Justice Center, you will not disclose to anyone the names, descriptions, or any information regarding any individual you may learn about at the Center. Confidentiality and safety are important values at the Center.

### **Commitment**

All Volunteers are asked to commit to working with us for at least 6 months in shifts usually 4 hours in length. Center hours of operation are 9am-5pm Monday through Friday. The Center will be closed on New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day & Day After Thanksgiving, and Christmas Eve & Day.

### **Communication**

Please check your email regularly and respond to all email received. If you are going to be late or absent from work, please inform your supervisor via email and phone.

### **Computer Use**

Computers are available for use in your responsibilities and tasks. Please exercise good judgment when using the Internet. Please also be considerate of other users on the network by judiciously using web streaming technology and downloading large files during the lunch hour or at the end of the day. Any questions about acceptable computer use should be directed to the Director of Operations.

### **Fingerprinting**

Volunteers working with children will need to complete fingerprinting and background check requirements.

### **Manual and Agreement**

Please read the Operations Manual as you will better understand how the Center operates. All volunteers must sign a Volunteer Agreement.

## **Off-Site and Event Volunteers**

### **Agreement**

All volunteers must sign a Volunteer Agreement.

### **Check-In/Check Out**

Please see the Center staff member coordinating the event to check-in when you arrive. They will give you your assignment. Before you leave, please let them know that you are leaving.

### **Emergency**

In case of emergency, notify the staff member coordinating the event right away. Safety is our utmost priority. If you notice anything which may endanger the safety of our staff or participants, please report it immediately.

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## FAMILY JUSTICE CENTER

### Volunteer Agreement

As a volunteer for the Contra Costa Family Justice Alliance, I understand and agree to the following:

1. I agree to volunteer and donate my services, without expectation of payment, to the Contra Costa Family Justice Alliance (referred to as “Center”). I understand that I will receive no pay, benefits, or other privileges of employment of any kind for my services. I also agree that I have not been promised and have no expectation that I will receive a paid position as a result of my volunteer work.
2. I understand and agree that either I or the Center may elect to terminate my volunteer services at any time for any reason.
3. I further understand that I am not eligible for workers’ compensation benefits if I am injured or become ill as a result of my volunteer work. I understand that I am not eligible for unemployment compensation benefits when my volunteer assignment ends.
4. I understand that my work with the Center may involve access to certain confidential and/or private information. I agree to hold all such confidential and/or private information in strict confidence and never to use or disclose any such information to anyone while I am a volunteer of the Center or thereafter, except to the extent necessary to carry out my responsibilities as a volunteer of the Center or to the extent such disclosure is required by legal process.
5. I understand that the Center will retain the ownership of all intellectual property that I produce within the scope of my volunteer work and will reserve sole discretion to publish any intellectual product.
6. I understand that the Center will not reimburse for any expense without express prior approval, in writing, by my supervisor.
7. I understand that the Center is committed to providing a work environment that is free of discrimination. In keeping with this commitment, the Center maintains a strict policy prohibiting unlawful harassment, including sexual harassment and harassment on the basis of a protected characteristic. This policy prohibits harassment in any form, including verbal, physical and visual harassment. If I feel that I have been harassed by a co-worker, supervisor or another volunteer of the Center, I shall promptly report the facts

of the incident and the name(s) of the individual(s) involved to my supervisor or to the Executive Director.

8. I understand that during the course of my volunteer activity at Center, I may encounter activities which are video-recorded, audio-recorded and/or photographed for the purpose of being used and distributed in various formats by Center for educational, public awareness and/or humanitarian objectives. I give my permission and authorize the Center to videotape, audiotape, photograph, record, edit, or otherwise reproduce my image in connection with my volunteer activities at Center, and to use it in the formats and for the purposes stated above.
9. If I am an on-site volunteer, I agree to follow all policies and procedures stated in the Family Justice Center Operations Manual (a copy of which will be provided to me) and will familiarize myself with them.
10. I have a received a copy of the Family Justice Center Volunteer Manual and I agree to abide by its instruction.

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Volunteer – PRINT NAME

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Date

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Volunteer – Signature