



Volunteer Agreement

This agreement is entered into on the _____ day of _____ 20__ between _____ and the Daya.

CONFIDENTIALITY: As a volunteer of Daya, I understand

- I may learn the identity of clients or previous clients of Daya.
- I may learn the location of the Transitional Home for abused women and their children. I also understand and agree that the location of the Transitional Home is and will remain confidential and that the disclosure of its location could endanger the lives of many people.
- I acknowledge that the information I learn at Daya concerning the lives of the clients, staff and volunteers is private and confidential both while volunteering at Daya and after leaving.
- I will respect the right of Daya's clients, staff and volunteers.
- I will not discuss this information except in the performance of my duties as a volunteer.
- I understand that if information is requested by someone outside of Daya, I am to respond with the statement, "The organization's policy does not permit me to give out that information." This includes whether or not a person is or has been served by Daya.
- I will only disclose a client's confidences to someone, 1) if mandated by law 2) to prevent a clear and immediate danger to a person or persons; 3) when I am compelled to do so by a court or pursuant to the rules of a court.
- I understand that I will be dismissed immediately for disclosure of confidential information.

COMMITMENT: As a volunteer for Daya, I agree to the following:

- I will keep to the schedule as agreed upon with the community development coordinator.
- If I cannot make this schedule, I will notify the supervising staff as soon as possible.
- I will use my best efforts to attend and actively participate in meetings and trainings.
- I understand that I will complete all relevant training sessions.
- If I must terminate my volunteer activities, I will inform the community development coordinator two weeks (if possible) prior to the effective date.

LIABILITY: I understand that I am responsible for any and all actions or causes of action for bodily injury, property damage, or death or death occurring directly or indirectly out of participating as a volunteer. I further understand that if injury occurs on the premise of Daya, office and Transitional Home, or while I am representing Daya that I will use my personal insurance. I understand that **DAYA DOES NOT PROVIDE INSURANCE COVERAGE FOR VOLUNTEERS.**

PROFESSIONALISM:

As a volunteer, I realize that certain standards of professional conduct apply to my performance at Daya and that professional ethics apply to the work performed. As a volunteer for Daya, I agree that:

- I will perform my responsibilities to the best of my ability and in accordance with the standards as discussed with me by community development coordinator.
- I will discuss any questions and concerns with the community development coordinator.
- I understand that the transitional home is the residents' home and when on these premises I will conduct myself accordingly.
- I will respect the residents, their feelings, their need and their individuality.
- I recognize that it is inappropriate for volunteers to develop a personal relationship with any client of Daya.
- I understand that if in the course of volunteering in Direct Services Program, I encounter someone with whom I have previously had a personal relationship of any nature, I must immediately notify the community development coordinator prior to assisting this client.
- I agree to be non-judgmental in dealing with clients and if I cannot be non-judgmental, I will discuss the problems with the community development coordinator.

TERMINATION: The activities listed below constitute a breach of professional guidelines and are grounds for possible termination as a volunteer. The following activities will be referred to the Volunteer committee.

- Giving out your last name or the last name of any volunteer, staff or client.
- Giving out home telephone numbers of any volunteers, staff or client.
- Meeting a client in person outside of Daya, unless cleared through staff.
- Encouraging dependency, repeat callers etc.
- Failure to abide by the Volunteer job description.
- Demonstrating disrespect of the feelings, views, and actions of clients, volunteers or staff and using inappropriate channels to express opinions on these matters.

Volunteer:

Date

Staff