

Mid-Maine Homeless Shelter & Services
2023 Volunteer Agreement & Release From Liability Form

In signing this form:

- I understand and agree to the following terms and conditions related to volunteering my time and services to the Mid-Maine Homeless Shelter.
- I recognize that, as a volunteer, I represent the above organization to the public. I accept responsibility for this status and will conduct myself in a professional manner.
- I will not participate in and will report any and all instances of any sort of harassment, exploitation, and/or intimidation. I will work to maintain an atmosphere of physical and emotional safety for everyone associated with organization: (employees, volunteers, clients and visitors.)
- I agree to maintain the confidentiality of all volunteers, clients and donors about whom I have personal and identifying information.
- I agree to honor the commitment length and frequency of service that I make to the organization. I agree to provide as much advance notice as is possible in the event that I will be absent from my volunteer shift. I agree to update my personal information and emergency information as changes occur.
- I am aware that as a volunteer I expose myself to potential hazards which include but are not limited to: kitchen accidents, cuts, burns, back injury from lifting, car accidents, property damage or injury to others in a car accidents, falls, mugging, etc. Potential hazards have been explained to me. I am voluntarily participating in this service with the knowledge of the potential hazards involved and hereby agree to accept any and all risks of injury.

I have read this agreement section and fully understand its contents. I am aware that this is a release of liability and I sign it of my own free will. I have also been given a copy of the Volunteer Training Manual and I understand and agree to abide by the responsibilities and expectation.

Volunteer Signature

Date

Printed Volunteer Name



19 Colby Street

Mid-Maine Homeless Shelter & Services

Hope Starts Here
www.shelterme.org

Waterville, ME 04901

MID-MAINE HOMELESS SHELTER

KATIE SPENCER WHITE, PRESIDENT/CEO
(207) 872-8082 (♦207)872-6550 ♦ FAX: (207) 872-0834
shelter@ShelterMe.org ♦ www.shelterme.org

2023 VOLUNTEER APPLICATION FORM

Name of Applicant	Last _____ First _____ MI _____ Date: ____/____/____
Mailing Address	Address: _____
Email	City/Town: _____ State: _____ Zip: _____
Personal Phone	_____ - _____ - _____
Work Phone	_____ - _____ - _____
Driver's License #	_____
Social Security	_____ - _____ - _____
Date of Birth	____/____/____
How did you hear about the shelter?	_____
Have you ever worked for the shelter before?	YES / NO If yes, when? _____
Is volunteer work required for school credit, ASPIRE, or other program?	YES / NO If yes, please list school or program and number of hours needed: _____ _____
Emergency Contact #	_____ - _____ - _____ Name & Relationship _____
Reference 1	Name: _____ Phone: _____ - _____ - _____ Address: _____
Reference 2	Name: _____ Phone: _____ - _____ - _____ Address: _____
Reference 3	Name: _____ Phone: _____ - _____ - _____ Address: _____



Background Verification Release Form 2023

AGENCY INFORMATION

Date	Agency Name Mid-Maine Homeless Shelter
Contact Name Katie Spencer White, President/CEO	
Agency's Main Phone Number (207) 872-8280	Agency's Fax Number

APPLICANT INFORMATION:

Applicant Full Name (Last, First, MI)		Maiden or Other Name(s) Used	
Street Address			
City	State	Zip Code	County
Social Security Number	Date of Birth	Driver's License #	State Issued
____ - ____ - ____	____/____/____	_____	
Position Applied For			
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female Race: <input type="checkbox"/> African American <input type="checkbox"/> American Indian <input type="checkbox"/> White <input type="checkbox"/> Asian <input type="checkbox"/> Hispanic <input type="checkbox"/> Other			

I hereby authorize VERIFY and or its Service Provider to request and receive any and all background information about or concerning me, including but not limited to my Criminal History, Social Security Number Trace including a consumer report under the Fair Credit Reporting Act, 15 U.S.C 1681, Driving Record, Employment History, Military Background, Civil Listings, Educational Background, Professional License from any Individual, Corporation, Partnership, Law Enforcement Agency, and other entities including my Present and Past Employers.

The criminal history, as received from the reporting agencies, may include arrest and conviction data as well as plea bargains and deferred adjudications and delinquent conduct as committed as a juvenile. I understand that this information will be used, in part, to determine my eligibility for an employment/volunteer position with this organization. I also understand that as long as I remain an employee or volunteer here, the criminal history check may be repeated at any time. I understand that I will have an opportunity to review the criminal history as received by client/agency and a procedure is available for clarification, if I dispute the record as received. I also understand that the criminal history could contain information presumed to be expunged.

I further release and discharge VERIFY and their Service Provider and all of their Subsidiaries, Affiliates, Officers, Employees, Contract Personnel, or Associates, from any and all claims and liability arising out of any request for information or records pursuant to this authorization, procurement of an investigative consumer report and understand that it may contain information about my character, general reputation, personal characteristics, and mode of living, whichever are applicable.

I understand that I have the right to make written request within a reasonable period of time to VeriFYI for additional information concerning the nature and scope of the investigation. I acknowledge that I have voluntarily provided the above information for employment/volunteer purposes, and I have carefully read and understand this authorization.

Applicant's Signature

Date

Applicant's Printed Name

Parent/Guardian Signature (if under 18 years of age)

Mid-Maine Homeless Shelter & Services

2023 Volunteer Boundaries Policy

Giving gifts to those in need can be harmful.

The work you will do while volunteering at Mid-Maine Homeless Shelter & Services changes the lives of the many guests who come through our doors. Some guests will share stories of their hardships and successes with trusted volunteers. These stories can provoke powerful feelings. Some stories may move you more than others, and it may be tempting to give special gifts to your favorite guest or guest's child. We ask that you do not do this.

When guests see one person receive "special treatment," it can sadden, anger, or discourage them. A child may wonder, "Why does volunteer John like that little boy more than me?" Adults may feel that they are being treated unfairly. Even the person receiving the gift may feel uncomfortable accepting it, as they may feel it means they owe the gift-giver a favor, creating a power imbalance that can be harmful to the well-being of guests. We ask that if you would like to give a gift to a guest that it is under the name of the shelter, and not directly from you. This protects both you and the guest from any judgement and allows you to still help the guest.

Setting boundaries allows us a safe environment for our work.

Setting boundaries while volunteering is important for many reasons. When we set appropriate work boundaries, we protect ourselves from potential harassment, allegations of harassment, uneven power dynamics, even illness.

Distance is healthy.

There are many ways to express that you care for the well-being of the guests and that you value and respect them as people, without disclosing personal information or engaging in physical contact.

Be friendly. Ask how their day went or be a listening ear to anything they would like to share with you. Make frequent eye contact to show that you are engaged in their conversation.

Don't talk about your personal life. Do not disclose to guests, where you live. It is alright to say "I am married and have two kids." It is not alright to say, "I'm so annoyed with my husband right now. He had four beers and didn't do the dishes last night." Home life discussion should be avoided in the shelter, unless it is simply polite conversation. We want guests to be in an environment where they can focus on their own challenges, and solve ways to overcome them, rather than being bogged down by someone else's problems, or used as a sounding board for a staff or volunteer's frustrations.

Gently redirect the behavior of children and adults. There may be friendly guests, guests with mental disabilities, and children who want to hug or kiss you in a non-sexual manner. In these instances, if it is a young child, you may accept the gesture if you are comfortable, but redirect their affections elsewhere. If it is an adult, gently explain why the behavior isn't appropriate, and ask that it does not occur again.

Know yourself, and your own comfort level. If a situation or person in the shelter is too much for you to handle, do not hesitate to talk to someone about it. The Shelter Manager, Program Director and Executive Director are better equipped to deal with high stress, high emotion situations. If boundaries continue to be crossed, by a guest, volunteer or staff, let the appropriate staff know.

Examples of Breaking Boundaries

- Giving gifts to a guest (clothes, shoes, etc.)
- Staying in touch with a guest after they leave the shelter (meeting for dinner, giving them furniture or other household furnishings)
- Hugging a guest – What do you do if a guest hugs you?
- Bringing in “special” treats for a guest (cookies, cake, etc.)
- Giving rides to a guest
- Inviting a former guest to your home
- Sharing information with a guest (about your family, where you live, your contact information, etc.)
- Forming a personal relationship with a guest

I have read and understand the boundaries policy for the Mid Maine Homeless Shelter & Services. I agree to adhere to the expectations set forth in regard to boundaries.

Volunteer Signature

Date

Printed Volunteer Name

MID-MAINE HOMELESS SHELTER & SERVICES

POLICY NO: 039 – Child Protection Policy

I. PURPOSE:

This policy affirms the commitment of the Mid-Maine Homeless Shelter & Services (hereinafter referred to as MMHSS) to protect all children from discrimination, harm, abuse, and exploitation. MMHSS endorses the UN Convention on the Rights of the Child (1989), and Article 19 which states that:

Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.

As such, MMHSS shall seek to address all levels of child protection that may be affected by the organization's work and will regularly revise its policy to ensure that it remains relevant and complies with current legislation. MMHSS also believes that the protection of children from abuse and exploitation is the responsibility of all those adults who participate in the workspace of MMHSS, including Program Managers, Program Coordinators, other program staff, administrative staff, board members, volunteers, donors, visitors, and media.

The purpose of this policy, therefore, is to inform all MMHSS staff and volunteers about child abuse and exploitation and to promote a work culture where everyone is committed to keeping children safe from all forms of harm. Additionally, **this policy provides guidance on how to respond to concerns and allegations of child abuse or exploitation.**

MMHSS considers a child to be a person below the age of 18 years. MMHSS shall adhere to local and international child protection criminal laws, which prohibit the abuse and exploitation of children. Adherence to this policy is a mandatory requirement for all persons who participate in the shelter activities and workspace of MMHSS.

II. POLICY:

IMPORTANT CONCEPTS

The abuse of a child can occur in several different ways, including:

Physical abuse: Occurring when a person purposefully injures or threatens to injure a child and can include, but is not limited to, slapping, punching, shaking, kicking, burning, shoving, or grabbing.

Emotional abuse: A chronic attitude or behavior directed at a child whereby a child's self-esteem and social competence is undermined or eroded over time. This can take the form of but is not limited to, name-calling, bullying, threatening, ridiculing, intimidating, ignoring, devaluing, terrorizing, or isolating a child.

Neglect: The failure to provide a child with the basic necessities of life such as food, clothing, shelter, space, and supervision, to the extent that the child's health and/or development are placed at risk.

Sexual Abuse: When a child is used by another person for his or her own sexual stimulation or gratification.

Sexual exploitation is the abuse of a position of vulnerability, differential power, or trust for sexual purposes; this includes profiting monetarily, socially or politically from the exploitation of another. Examples include child prostitution and the trafficking of children for sexual abuse.

Commercial or other exploitation of a child refers to the use of the child in work or other activities for the benefit of others. This includes, but is not limited to, child labor. These activities are to the detriment of the child's physical or mental health, education, moral or social-emotional development (WHO, 1999).

Internet abuse and abusive images of children, commonly referred to as **child pornography**, is defined as any representation, by whatever means, of a child engaged in real or simulated explicit sexual activities or any representation of the sexual parts of a child for sexual purposes. Increased access to technology has also meant that children are now subject to additional abuse through the internet. Abusive images of children are traded and transmitted over the internet. Digital and phone cameras have made it possible for some children's images to be distributed across the internet without their knowledge. Children may also be at risk of coming into contact with people who want to harm them when using the internet.

Core Obligations

This Policy applies to all members of MMHSS staff, chaperones, volunteers, vendors, and people visiting MMHSS programs and services.

MMHSS will act at all times to ensure children's safety and protection and will support the active contribution of its staff to achieve this goal.

MMHSS representatives will:

1. Treat all children with the highest standards of respect and courtesy regardless of race, color, sex, language, disability, religion, political or other opinions, national, ethnic, social origin, birth or other status;
2. Be committed to creating a culture of openness and mutual accountability that empowers children to be knowledgeable of their rights, to know what is acceptable and unacceptable, and to know what they can do if there are problems;
3. Take steps to empower children by providing opportunities for their views to be heard regarding acceptable and unacceptable behavior;
4. Encourage children to speak up about issues that affect them;
5. Minimize the instances of MMHSS staff and chaperones working alone with one student by employing the "two-adult" rule and ensuring that adults are always visible to others when working with children;
6. Ensure physical contact is at all times culturally appropriate and not an invasion of the child's privacy;
7. Use positive, non-violent methods to manage children's behavior;
8. **Raise any concerns about inappropriate behavior immediately. Immediately report any of the following to the Program Director or Shelter Manager:**
 - a. Disclosure or allegation from a child, community member or MMHSS staff regarding the safety, abuse or exploitation of a child;
 - b. Behavior by any MMHSS employee, vendor or volunteer that breaches this policy or the Child Protection Code of Conduct;

- c. Inappropriate use of MMHSS technology including computers and photographic equipment;
- d. Any person engaging in suspicious behavior that could be associated with child abuse, exploitation or trafficking;
- e. Any involvement in any situation where one's actions could be misinterpreted or likely to bring the organization into disrepute; or
- f. Anyone being investigated for any crime or charged with any criminal offense.

Unacceptable Behavior

In addition, within and outside their work environments at all times, through or in conjunction with their position at MMHSS, representatives must not:

1. Behave physically in a manner which is inappropriate or sexually provocative or develop physical or sexual relationships with children with whom they interact, engage or work;
2. Spend excessive time alone with a child, away from others, behind closed doors or in a secluded area;
3. Take a child to their home or visit a child at their home where they may be alone with that child, or sleep in the same room;
4. Sleep in the same bed as a child or allow a child to stay overnight at their home unsupervised;
5. Do things of a personal nature for a child that they could do for themselves or show favor to particular children to the exclusion of others (for example, promising a child gifts or enticements);
6. Engage in sexual activity with a child regardless of the age of consent locally (mistaken belief regarding the age of the child is not an arguable defense);
7. Be intoxicated (under the influence of alcohol or drugs) prior to assuming responsibility for any child or during time with a child;
8. Hit or otherwise physically assault or abuse children (even where this may be culturally acceptable);
9. Act in ways that may be abusive or may place a child at risk of abuse;
10. Use inappropriate language - whether of an offensive, discriminatory, demeaning, abusive or sexual nature – when speaking with or whilst in the presence of a child;
11. Condone or participate in behavior with children that is illegal, unsafe or abusive, including being part of harmful traditional practices, spiritual or ritualistic abuse;
12. Act in ways intended to shame, humiliate, belittle or degrade a child, or otherwise perpetrate any form of abuse;
13. Traffic children or exploit them for their labor (e.g. domestic servants) or for sexual purposes (e.g. prostitution);
14. Take a child alone in a vehicle unless it's absolutely necessary and with parental and managerial consent, considering children's health, safety, well-being, and best interests as paramount;

15. Use their relationship with children to obtain inappropriate favors; or
16. Behave in a way whereby his/her actions (physical, verbal, or otherwise) are or could be perceived as offensive, inappropriate, abusive, neglectful, or exploitative.

ANY BREACH OF THIS CODE OF CONDUCT CAN LEAD TO DISMISSAL FROM EMPLOYMENT OR SERVICE AND MAY RESULT IN LEGAL PROCEEDINGS.

Core Principles

MMHSS has adopted the following core principles as part of this policy, and they will be incorporated into all relevant documents:

1. All forms of abuse and exploitation of children by MMHSS staff and volunteers constitute acts of gross misconduct and are therefore grounds for termination of employment.
2. When a staff member or representative has concerns or suspicions regarding any type of child abuse or exploitation s/he must report such concerns via established organizational Child Protection Procedures. MMHSS will treat all concerns raised seriously and treat all parties involved fairly. All reports will be handled professionally, confidentially, and will be acted upon within 24 hours.
3. All MMHSS staff members are obliged to create and maintain an environment that prevents all forms of abuse and exploitation of children and promotes the implementation of the MMHSS code of conduct.
4. Sexual relationships between MMHSS staff and participants (both adults and children) are prohibited. Mistaken belief in the age of a child is not an arguable defense.
5. Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited.

CHILD PROTECTION PROCEDURES

Organizational Awareness and Policies

All MMHSS employees and volunteers will be informed of MMHSS's child protection policies, and compliance with them is expected. Any breach is treated with the utmost seriousness and will be investigated and dealt with accordingly.

Child protection awareness will be included at all stages of MMHSS operations, including the hiring, orientation and training of all employees and volunteers who will come into contact with children at all levels and in all locations.

MMHSS will ensure that all MMHSS employees and volunteers have read these policies. All employees and volunteers will be required to sign an acknowledgment that they have both read the policies and will comply with the requirements. Any changes made to the policies will be communicated immediately.

Recruitment and Staff Management Practices

MMHSS is committed to child-safe recruitment, selection, and screening practices to ensure that the organization does not employ or retain persons who pose a risk to children. All MMHSS staff and volunteers will be informed of this policy during the recruitment process.

Background checks will be required of employees and volunteers who conduct work that brings them into direct contact with children. Background checks may include police records or criminal history checks including checks of all relevant sex offender registries.

All staff will be required to provide official or government-issued proof of identity documents, such as a passport and relevant qualifications, when requested by MMHSS to do so. Additional screening measures will include verbal reference checks and interview questions.

MMHSS may refuse to employ or may terminate the employment of any person who it reasonably believes may pose a risk to children.

Training

This policy will be made available to all staff, volunteers, and others visiting or involved with MMHSS projects. It is the responsibility of the Program Director to ensure that all MMHSS employees and volunteers under his/her supervision have a copy of this policy and that all MMHSS staff members under his/her supervision are aware of and trained on this policy.

Staff will be made aware of the importance of and their own responsibility in the upholding and implementation of this policy. Any violation of the policy (including any suspected or known abuse or exploitation) must be reported directly to the Program Director and Shelter Manager. When a report is made to the Shelter Manager, they will immediately inform the Program Director.

Photographic, Electronic, and Printed Material

MMHSS undertakes all reasonable precautions to protect paper and electronic information about children. At all times, staff members are required, to the best of their abilities, to adhere to the following MMHSS policies in relation to privacy and photography or use of image:

1. All communications involving children must use pictures and text that are decent, respectful, and age-appropriate. Children should be appropriately clothed for their culture and the activity and not in poses that could be perceived as sexually suggestive.
2. Photographs, films, videos, and DVDs must present children in a dignified and respectful manner and not in a vulnerable manner that endangers their safety. Children should be appropriately clothed for their culture, the activity, and not in poses that could be perceived as sexually suggestive.
3. Images should be honest representations of situations and the facts.
4. The identities of children in photographs, images, and videos are not disclosed without the consent of the parent or legal guardian. Once consent is given, a child may only be identified by his or her first name.
5. Photographs, film, and videos not utilized must be securely stored with access being limited only to relevant staff.
6. Images should not be used for more than two years after the date of consent form unless further consent is agreed.

III. PROCEDURE:

ALL MMHSS EMPLOYEES AND VOLUNTEERS ARE REQUIRED TO REPORT IMMEDIATELY TO THE PROGRAM DIRECTOR OR THE SHELTER MANAGER ANY OF THE FOLLOWING:

1. Disclosure or allegation from a child, community member or MMHSS staff regarding the safety, abuse or exploitation of a child;
2. Observations or concerns regarding parents, care-givers, or others with responsibility for the care of a child who is a guest or client participating in MMHSS programming.
3. Behavior by any MMHSS employee, vendor or volunteer that breaches this policy or the Child Protection Code of Conduct;
4. Inappropriate use of MMHSS technology including computers and photographic equipment;
5. Any person engaging in suspicious behavior that could be associated with child abuse, exploitation or trafficking;
6. Any involvement in any situation where one's actions could be misinterpreted or likely to bring the organization into disrepute; or
7. Anyone being investigated for any crime or charged with any criminal offense.
8. This section should be read in conjunction with MMHSS training on maintaining healthy boundaries. Where staff have concerns that may not meet the definition of physical, emotional or sexual abuse, these should be discussed with a supervisor, the Shelter Manager or the Program Director. This will allow for the earliest detection of abuse, neglect and exploitation of children.

IF A PERSON KNOWINGLY CHOOSES NOT TO REPORT AN INCIDENT OR ANY SUSPICION OF CHILD ABUSE OR EXPLOITATION, THEIR RELATIONSHIP WITH MMHSS WILL BE SUSPENDED OR TERMINATED, BASED ON THE RESULTS OF AN INVESTIGATION.

Investigating and Reporting Guidelines

If an incident is reported:

1. The Program Director will immediately inform the Chief Executive Officer of any reported incidents.
2. In accordance with Maine State law, the Program Director is the designated "Person In Charge" and will contact Child Protective Services at the Department of Health and Human Services to report the incident or documented concerns of physical, emotional or sexual abuse or neglect.
 - a. Within 24 hours of receiving the report, the Program Director will confirm in writing to the person who made the report that the concerns have been reported to the Child Protective Services.
 - b. If staff do not hear from the Program Director within 24 hours, they must make a report directly to Child Protective Services.
 - c. In any event, staff may also report directly to Child Protective Services without first reporting to the Program Director and any staff who makes such a report will not face disciplinary action.

3. In the case of a report of abuse or neglect against a member of staff, a volunteer, or other person under the supervision of MMHSS, the Chief Executive Officer will conduct an investigation in a timely and thorough manner and may require the assistance of external mediation services, legal or other expert advice. The investigation and its outcomes will be appropriately documented.
4. The investigation may require the interview of the person making an allegation, other witnesses, and the alleged perpetrator or suspect. The matter may be referred to the local police or other authorities if it is considered to involve criminal behavior.
5. All reports will be handled professionally, confidentially, and expediently. In all reports reviewed by people other than the immediate investigative committee, the names of people involved and the details will remain confidential. Any disclosure of reports or information will be on a “need to know” basis or will be made if required by relevant law or child protection authorities.
6. All reports made in good faith will be viewed as being made in the best interests of the child, regardless of the outcomes of any investigation. MMHSS will ensure that the interests of the person reporting child abuse, neglect, or exploitation in good faith are protected.
7. Any MMHSS representative who intentionally makes false or malicious allegations will face disciplinary action.
8. The rights and welfare of the child are of paramount importance. Every effort will be made to protect the rights and safety of the child throughout any investigation.
9. During an investigation, the best interests of the child may warrant the suspension of an MMHSS staff. Any staff member suspended in this manner will continue to receive full pay, recognizing that the staff member is entitled to a fair process and that this action is not a pre-judgment of the outcome of any investigation.

I have read and agreed to follow the Child Protection Policy.

Signature

Date



Mid Maine Homeless Shelter Code of Ethics

Mission Statement: To provide safe shelter, food, support services, and an avenue to self-sufficiency for homeless adults in our community.

Purpose: We believe that all people deserve the basic necessities of life, and the community in which we live is called to serve this purpose.

Core Values:

- Treat all with dignity and respect
- Offer support and opportunity
- Practice responsible stewardship
- Achieve results through competence and creativity

Confidentiality:

- Respect all guests rights to privacy and confidentiality at all times. Protect the integrity, safety, and security of client records. Ensure that confidentiality of clients is maintained by all members of team including employees, students, clerical staff, and volunteers. No confidential information should be discussed in public areas such as hallways, dayrooms, or kitchen. All client information should be stored in an area that is secure and not available to those who are not authorized to have access.

Interdisciplinary Practices

- Respect the integrity and welfare of all guests at all times. Each guest is to be treated with respect, acceptance, and dignity. Recognize and support guests self worth, potential, and uniqueness.

- All Staff are aware of and avoid imposing own values, attitudes, beliefs, and behaviors. Seek supervision in areas when at risk for imposing values upon guests.
- Respect boundaries in place for the safety of guests, employees, and volunteers.
- Practice only within the boundaries of your competence based upon education, training, and appropriate professional experience.
- Practice accurate, honest, and objective reporting of shift notes.

- Do not allow staff splitting with guests. Refer guest to primary staff and serve as professional liaison with your fellow staff member.
- Provide appropriate referral to resources when requested or needed.
- Alert supervisor of inappropriate policies or practices.
- Team members remain focused on how to best serve clients.
- Team members are to respect colleagues from other disciplines recommendations within the plan of care. They may contribute to decisions that affect the well-being of clients by reporting them to the case manager.
- Adhere to mission statement of facility
- Avoid unwarranted negative criticism of colleagues with guests or other professionals.

Case management and human service work, including shelter staff, utilizes a collaborative processes that assesses, plans, implements, coordinates, monitors and evaluates the options and services required to meet an individuals' health needs. It uses communication and available resources to promote quality, cost-effective outcomes.

- Case managers and staff will not practice any form of discrimination based on ethnicity, race, sex, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical disability or any other personal characteristics, condition, or state.
- Case managers and staff will Commit to quality outcomes for clients
- Case managers and staff will be guided by the ethical principles of autonomy, nonmaleficence, beneficence, justice, fidelity, and veracity
 - **Autonomy:** fostering the right to control the direction of one's own life
 - **Nonmaleficence:** avoiding actions that cause harm
 - **Beneficence:** Working for the good of the individual and society by promoting mental health and well-being
 - **Justice:** Treating individuals equally by practicing fairness and equality

- **Fidelity:** Honoring commitments and keeping promises, including fulfilling one's responsibly of trust in professional relationships
- **Veracity:** Dealing truthfully with individuals with whom case managers and all shelter staff come into professional contact

The following expectations are to be adhered to by all staff employees at the Mid Maine Homeless Shelter:

- Case managers and staff will advocate for clients to ensure that the plan of care will identify individual guest needs.
- Case managers and staff provide options, services, and resources for guests to help meet their needs.
- Case managers and staff will not enter into any relationship, personal or professional, that will interfere with professional objectivity.
- Case managers and staff will build on client's strengths.
- Case managers and staff will recognize their own biases and triggers and seek supervision as needed.
- Case managers and staff will not enter dual relationship or commitments that conflict with guests' interests.
- Case managers and staff will respect guests' confidentiality and privacy while providing services.
- Case managers and staff will remain professionally objective.
- Case managers and staff will not accept gifts of significant value from those utilizing shelter services.
- Case managers and staff will not intimidate, threaten, harass, use undue influence, physical or verbal abuse, or make unwarranted promises of benefits to guests utilizing shelter services.
- Case managers and staff will never engage in sexual relationships with shelter guests.

Signing below indicates that I understand and agree to follow the standards set forth in the MMHS Code of Ethics.

_____/_____/_____

Signature

Please Print Name



Mid-Maine Homeless Shelter & Services

2023 Volunteer Contact Information

Name: _____

Address: _____

Phone: _____

Email: _____

Emergency Contact: _____

Emergency Contact Phone: _____

Notes: _____

Mid-Maine Homeless Shelter & Services

Policy Number: 043

Effective Date: 1.1.2019

Policy Name: Office Attire Policy

Revision Date: 3.3.2022

Purpose:

At Mid-Maine Homeless Shelter & Services, staff are expected to develop and maintain professional relationships with one another, clients, the public, municipal staff, other service providers and many other organizations and individuals. Personal appearance is important in relationship development because it communicates to others how the individual views, values, and respects these relationships.

Because MMHSS continually strives to project a professional image, it is necessary to establish guidelines for dress and grooming that further this goal.

Policy:

Employees are expected to present a clean and neat appearance that reflects the worksituation.

Protective clothing provided pursuant to state, federal, and agency safety standards will always be worn when appropriate.

Clothing, footwear, and accessories should be clean and allow employees to work safely, and be free of rips, holes, fraying, and other defects or damage inappropriate to a social service setting. Clothing should reflect generally accepted standards in a comparable organizational setting.

Chemical compositions in many agents (including fragrances found in personal care items) pose varying health risks to some people. Therefore, products such as perfumes, cologne, and heavily scented products such as air fresheners, scented candles, and potpourri should be used conservatively. In some cases, it may be necessary to prohibit such products altogether when the health of an individual may be compromised.

Standards for Attire:

Attire that reflects a professional, business-like appearance appropriate to the work situation is expected of all employees. Some examples of non-business attire include military style clothing (worn by non-military personnel), gym/athletic apparel (including casual tee shirts), casual or running shorts, sweatshirts and sweatpants, beach/pool sandals/flip flops, clothing imprinted with slogans and skin-tight clothing (i.e., Spandex).

Blue denim jeans and athletic footwear is appropriate for positions that routinely perform dirty or unsanitary work assignments.

The U.S. Department of Labor and the Occupational Safety and Health Administration through its ServSafe Certification require all persons working in a kitchen to wear closed toed, nonslip shoes.

The Operations Director may authorize reasonable exemptions to the application of this policy based upon medical conditions documented by the employee's primary care physician, or other treating medical professional.

Mid-Maine Homeless Shelter & Services

Employees are expected to comply with this policy and work cooperatively with their superiors in furthering the goals of this policy.

The CEO may approve modifications to this policy in facilities or other work units where special circumstances dictate. The CEO will consult with the Board of Directors when considering modifications to this policy whenever possible. All requests for policy modification must be submitted and approved in writing.

Senior management staff may grant exceptions to the general policy in special circumstances i.e., office clean up days, officially sanctioned social events, extended travel related situations, and circumstances when employees are required to report to work with limited advance notice.

The Operations Director may grant reasonable exceptions to the policy based on *ADA*, civil rights compliance, or religious considerations.

Supervisors and managers are expected to provide guidance to employees in understanding the goals of this policy and applying the standards consistently and objectively.

Responsibility: CEO/Operations

Policy Storage: Original approved Mid-Maine Homeless Shelter & Services Policies are maintained in the Operations Director's Office. Policies in electronic format can be found in Microsoft Teams.

Policy Applies To: Employees, private contractors, interns, volunteers, and any other person at any time when representing the Agency.

Attachments: None

Mid-Maine Homeless Shelter & Services

2023 VOLUNTEER HANDBOOK ACKNOWLEDGEMENT FORM

The volunteer handbook describes important information about MMHSS and I understand that I should consult the Volunteer Coordinator regarding any questions not answered in the handbook.

Since the information described here is necessarily subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing procedures.

Furthermore, I acknowledge that I have received the handbook, and I understand that it is my responsibility to read and comply with the policies and procedures contained in this handbook and any revisions made to it.

Volunteer Signature

Date

Printed Volunteer Name

2023 Volunteer Handbook



Mid-Maine
Homeless Shelter
& Services

Hope Starts Here
www.shelterme.org

Mid-Maine Homeless Shelter & Services
19 Colby Street
Waterville, ME 04901
Volunteer Center
SHELTERME.ORG

Mid-Maine Homeless Shelter & Services

Introduction

The Mid-Maine Homeless Shelter & Services (MMHSS) is a private non-profit organization governed by a volunteer Board of Directors. Our mission is to End Homelessness, One person, One family, One child at a time by providing shelter, food and case management support services to persons who are homeless and displaced in the Mid-Maine area.

We are open 365 days a year, 24 hours a day as needed. A large volunteer base and a small paid staff oversee operations during morning, day, evening and overnight hours. Breakfast, lunch and dinner are served daily. Laundry machines and shower facilities, linens, towels and toiletries are provided. Clothing and footwear are provided as needed. In addition to offering a safe place to stay, our case management staff assists all guests in creating a stability plan and assures community services are in place at time of a guest's exit from the shelter. Our daily office hours at the MMHSS are 8:00 a.m. to 4:00 p.m. Monday through Friday.

MMHSS not charge any fees for our services. The majority of funds to operate the shelter are self-raised through private contributions, grants, and a variety of fundraising events. We also receive some federal, state, municipal funding and are a recipient of United Way funds.

The Mid-Maine Homeless Shelter & Services was founded by the Interfaith Council of Waterville as a grassroots effort in the 1980's who wanted to respond to the growing homeless population. Originally named the Mid-Maine Interfaith Shelter, the organization was incorporated in 1986 and received its tax-exempt status under sections 501© (3) of the Internal Revenue Code in 1990. Initially, managed entirely by volunteers, the Shelter opened its doors on Thanksgiving Day of 1990 at the Notre Dame Church on Silver Street. A year later the shelter moved to 28 Ticonic Street in Waterville's North end. Renovations in the mid-90's expanded the shelter so that it could serve families in a separate area. In the winter months we operated an overflow shelter in a church basement for singles. After 21 years on Ticonic Street we are now located at 19 Colby Street. We have 48 adult beds.

Mid-Maine Homeless Shelter & Services

VOLUNTEER CENTER

MISSION STATEMENT:

The Volunteer Center's Mission: *"To inspire the community to volunteer, by providing a unique and rewarding experience. Volunteers sharing their talent and skills while working alongside staff to end homelessness."*

Volunteer Center Policies

Volunteer Applications

The Shelter relies upon the accuracy of information contained in the volunteer application, as well as the accuracy of other data presented throughout the selection process. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for a volunteer position.

Volunteer Reference Checks

It is the policy of the Shelter to check the references of all volunteer applicants to ensure that individuals who join the Shelter are well qualified and have a strong potential to be productive and successful.

Volunteer Position Descriptions

The Volunteer Center makes every effort to create and maintain accurate volunteer position descriptions for all positions within the Shelter. Each description includes Duties/Responsibilities of Position, Skills/Abilities Needed, Qualifications Required, Time Commitment, and to Whom the Volunteer Reports.

Business Ethics and Conduct

The successful operation and reputation of the Shelter is built upon the principles of fair dealing and ethical conduct of our volunteers and employees. Our reputation for integrity and excellence requires careful observance of all applicable laws and regulations, and a respect for the highest standards of conduct and personal integrity.

The Shelter will comply with all applicable laws and regulations and expects its directors, officers, volunteers and employees to conduct business in accordance with relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

The continued success of the Shelter is dependent upon our guests' and stakeholders' trust, and we are dedicated to preserving that trust. Volunteers owe a duty to the Shelter, its stakeholders and guests to act in a way that will merit the continued trust and confidence of the public.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with the Volunteer Coordinator for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Shelter volunteer. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible dismissal.

Computer and Email Usage

Computers, computer files, the email system, and software furnished to volunteers are Shelter property intended for business use and volunteers have no expectation of privacy regarding the same. Volunteers should not share a password, access a file, or retrieve any stored communication from another without authorization. To ensure compliance with this policy, computer and email usage may be monitored. Personal use is not permitted without prior authorization.

Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or acts of nature etc. can disrupt Shelter operations. In extreme cases, these circumstances may require the closing of the office. In the event that such an emergency occurs during non-working hours, local radio and/or television stations will be asked to broadcast notification of the closing.

Harassment and Unlawful Discrimination

Harassment in the workplace is not only against the policies of the Shelter but it is also against the law. All of us should be able to work in an environment free of illegal harassment, and unlawful discrimination. While harassment affecting employment is most commonly thought of as sexual, it can also relate to a volunteer's race or color, sex, sexual orientation, gender identity or expression, physical or mental disability, religion, age, ancestry or national origin, genetic information or other status protected by law.

Examples of sexual harassment include:

1. Abusing the dignity of a volunteer through insulting or degrading sexual remarks or conduct.
2. Threatening, demanding, or suggesting that a volunteer's status is contingent upon the volunteer's toleration of or agreement to sexual advances.

3. Other sexually harassing conduct in the workplace, whether committed by a supervisor, volunteer, co-worker, vendor, or other person. This may include:

- offensive sexual flirtations, advances, or propositions;
- verbal abuse of a sexual nature;
- graphic, verbal comments about an individual's body;
- sexually degrading words used to describe an individual;
- the display of sexually suggestive objects or pictures;
- unwanted hugs, touches or kisses.

We prohibit the harassment of our employees, volunteers, interns or guests in any form. Such conduct will result in disciplinary action up to and including dismissal.

Supervisors and managers are responsible for monitoring behavior that can be construed to be harassment or discrimination and for initiating necessary action to eliminate such behavior. Any volunteer who believes that they have been the victim of sexual harassment, or any other kind of harassment or discrimination, or who has knowledge of that kind of behavior, is urged to report such conduct immediately to the Volunteer Coordinator.

We are committed to promptly investigating each complaint and determining its merits and the appropriate action to be taken. No volunteer will be subject to any form of retaliation or discipline for pursuing in good faith a harassment or discrimination complaint or for participating in the investigation of any such complaint.

In the event it is determined that harassment or discrimination has occurred by a volunteer, appropriate disciplinary action will be taken which may include dismissal. Confidentiality will be maintained to the extent practical and appropriate under the circumstances. Upon completion of the investigation, the findings will be communicated to the complainant and alleged harasser. If the employee, volunteer or guest is not satisfied with the internal investigation and response, or does not wish to report the harassment to us, they have the right to file their complaint with:

Maine Human Rights Commission
State House Station #51
Augusta, Maine 04330
207-624-6050 or 1-800-624-6064

Holidays

The MMHSS observes the following holidays and offices are closed.

- * New Year's Day (January 1)
- * Memorial Day (last Monday in May)
- * Independence Day (July 4)
- * Labor Day (first Monday in September)
- * Thanksgiving (fourth Thursday in November)
- * Christmas (December 25)

Internet Usage

Internet access is provided by the Shelter to assist volunteers in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. Internet usage is only for job-related activities.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of the Shelter and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, volunteers should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology that provides access to the Internet shall remain the property of the Shelter. As such, the Shelter reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if a volunteer did not create the material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Volunteers are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Non-Disclosure

The protection of confidential business information is vital to the interests and the success of the Shelter. Such confidential information includes, but is not limited to, the following examples:

- * Guest lists and personal data
- * Compensation data
- * Financial information
- * Donor lists and information
- * Personnel records or information

Volunteers who improperly use or disclose confidential business information will be subject to disciplinary action, up to and including dismissal, even if they do not actually benefit from the disclosed information.

Personnel Data Changes

It is the responsibility of each volunteer to promptly notify in writing the Volunteer Coordinator of any changes in personnel data. Information regarding mailing address, telephone numbers, and/or individuals to be contacted in the event of an emergency should always be accurate and current.

Smoking

In keeping with the Shelter's intent to provide a safe and healthy work environment, smoking is prohibited throughout the workplace. There is a designated smoking area on the grounds.

This policy applies equally to all employees, volunteers, guests, stakeholders, and visitors.

Use of Equipment

Equipment is essential in accomplishing job duties, but it is often expensive and difficult to replace. When using MMHSS property, volunteers are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the Shelter Manager if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to volunteers or others. The Shelter Manager can answer any questions about a volunteer's responsibility for maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including dismissal.

All equipment of the MMHSS is for business purposes only, not for personal use of volunteers.

Use of Phone and Mail Systems

Volunteers should practice discretion when making personal calls. Volunteers are encouraged to use their personal cell phones for both incoming and outgoing personal calls in emergency situations only. Any and all personal cell phone usage (texting, calling etc.) should not be made during a volunteer shift. To ensure effective

office telephone communications, volunteers should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so.

Visitors in the Workplace

To provide for the safety and security of employees, volunteers, guests and the facilities at the Shelter, only authorized visitors are allowed. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee, volunteer and guest welfare, and avoids potential distractions and disturbances.

If an unauthorized individual is observed on the Shelter's premises, volunteers should immediately notify the Shelter Manager, and if necessary, direct the individual to the waiting area.

Volunteer Schedules

The normal office hours are 8 hours a day, 5 days a week or as determined by the position requirement. The Volunteer Coordinator will advise volunteers of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet.

Abuse of the Internet access provided by the Shelter in violation of the law, will result in disciplinary action, up to and including dismissal. Volunteers may also be held personally liable for any violations. Examples are as follows:

- * Sending or posting discriminatory, harassing, or threatening messages or images
- * Using the organization's time and resources for personal gain
- * Stealing, using, or disclosing someone else's code or password without authorization
- * Copying, pirating, or downloading software and electronic files without permission
- * Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- * Violating copyright law
- * Failing to observe licensing agreements
- * Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- * Sending or posting messages or material that could damage the organization's image or reputation
- * Participating in the viewing or exchange of pornography or obscene materials
- * Sending or posting messages that defame or slander other individuals
- * Attempting to break into the computer system of another organization or person
- * Refusing to cooperate with a security investigation
- * Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- * Using the Internet for political causes or activities, religious activities, or any sort of gambling
- * Jeopardizing the security of the organization's electronic communications systems
- * Sending or posting messages that disparage another organization's products or services
- * Passing off personal views as representing those of the organization
- * Sending anonymous email messages
- * Engaging in any other illegal activities

Workplace Monitoring

Workplace monitoring may be conducted by the Executive Director or Shelter Manager to ensure quality control, employee safety, security, and customer satisfaction.

Internal and external security cameras are used all throughout the shelter property. Because the Shelter is sensitive to the legitimate privacy rights of volunteers, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

Workplace Violence Prevention

The Shelter is committed to preventing workplace violence and to maintaining a safe work environment. The Shelter has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All volunteers should always be treated with courtesy and respect. Volunteers are expected to refrain from fighting, “horseplay,” or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of the Shelter without proper authorization. Conduct that threatens, intimidates, or coerces another employee, volunteer, customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment as defined by the Shelter’s Harassment Policy.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to the Shelter Manager. This includes threats by employees, as well as threats by stakeholders, volunteers, vendors, solicitors, or other guests of the public. When reporting a threat of violence, you should be as specific and detailed as possible. All suspicious individuals or activities should also be reported as soon as possible to the Shelter Manager.

The Shelter will promptly and thoroughly investigate all reports of threats of physical violence and of suspicious individuals or activities. The identity of the individual making a report will be protected to the extent possible.

Anyone determined to be responsible for threats of physical violence or other conduct that is in violation of these guidelines, will be subject to prompt disciplinary action up to and including dismissal.

The Shelter encourages volunteers to bring their disputes or differences to the attention of the Volunteer Coordinator and/or Shelter Manager. The Shelter is eager to assist in the resolution of disputes.

Volunteer Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, the Shelter expects volunteers to follow general rules of conduct that will protect the interests and safety of all at the Shelter.

The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including dismissal:

- * Violation of Shelter procedures
- * Theft or inappropriate removal or possession of property
- * Working under the influence of alcohol or illegal drugs
- * Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- * Fighting or threatening violence in the workplace
- * Boisterous or disruptive activity in the workplace
- * Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- * Insubordination or other disrespectful conduct
- * Violation of safety or health rules

- * Smoking in prohibited areas
- * Sexual or other unlawful or unwelcome harassment
- * Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- * Unauthorized use of telephones, mail system, or other employer-owned equipment
- * Unauthorized disclosure of confidential information
- * Unsatisfactory performance or conduct

Drug and Alcohol Use

No volunteer will be under the influence of alcohol, illegal drugs or controlled substances* when reporting to work, or while conducting business-related activities off the Shelter premises. Volunteers are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory and competent manner.

Unauthorized use of alcoholic beverages on the Shelter premises is prohibited. The use, sale or possession of illegal drugs or controlled substances while on Shelter premises is also prohibited.

Law enforcement officials will be notified whenever suspected illegal drugs or controlled substances are found on Shelter premises.

Violations of any part of the Shelter’s Drug and Alcohol use will result in disciplinary action up to and including dismissal

Volunteers with questions and/or issues related to drug or alcohol use in the workplace may contact the Executive Director without fear of retribution.

***Terminology**

- “Drug” means any substance (other than alcohol) capable of altering the mood, perception, or judgment of the individual consuming it.
- “Alcohol or Alcohol Beverages” includes any beverage that has alcohol content in excess of .5% by volume.
- “Illegal Drugs” are listed in federal, state and local laws. These include but are not limited to marijuana, hashish, heroin, cocaine, and hallucinogens such as PCP and LSD.
- “Controlled Substances” under the law include narcotics that require a licensed physician’s prescription, including but not limited to Demerol and codeine; depressants or barbiturates; tranquilizers such as Valium or Librium; and stimulants or amphetamines.

Attendance and Punctuality

The Shelter expects volunteers to be reliable and to be punctual in reporting for work. In the rare instances when volunteers cannot avoid being late to work or are unable to work as scheduled, they should notify the Volunteer Coordinator as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and tardiness are disruptive. Either may lead to disciplinary action, up to and including dismissal.

Timekeeping

All volunteers must sign in and out in the Volunteer Log for each shift.

Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all volunteers and affect the business image the Shelter present to stakeholders and visitors.

During business hours or when representing the Shelter, you are expected to present a clean, neat appearance. You should dress and groom yourself according to the dress code guidelines.

If the Volunteer Coordinator or Shelter Manager feels your personal appearance is inappropriate, you may be asked to leave until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult the Volunteer Coordinator if you have questions as to what constitutes appropriate appearance.

Solicitation

The Shelter recognizes that volunteers may have interests in events and organizations outside the Shelter. However, volunteers may not solicit or distribute literature concerning these activities during working time.

Examples include:

- * The collection of money, goods, or gifts for religious groups
- * The collection of money, goods, or gifts for political groups
- * The circulation of petitions
- * The distribution of literature not approved by the employer
- * The solicitation of memberships, fees, or dues

In addition, the posting of written solicitations on company bulletin boards is prohibited. Bulletin boards are reserved for official organization communications.

Workplace Etiquette

The Shelter strives to maintain a positive work environment where all volunteers and employees treat each other with respect and courtesy. Sometimes issues arise when people are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to their attention. In most cases, common sense will dictate an appropriate resolution. The Shelter encourages all employees and volunteers to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another person's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Volunteer Coordinator if you have comments, concerns, or suggestions regarding the following workplace etiquette guidelines:

- * Return copy machine and printer settings to their default settings after changing them.
- * Replace paper in the copy machine and printer paper trays when they are empty.
- * Retrieve print jobs in a timely manner and be sure to collect all your pages.
- * Be prompt when using the manual feed on the printer.
- * Keep the area around the copy machine and printers orderly and picked up.
- * Be careful not to take or discard others' print jobs or faxes when collecting your own.
- * Avoid public accusations or criticisms of other people. Address such issues privately with those involved, the Volunteer Coordinator or the Shelter Manager.
- * Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- * Be conscious of how your voice travels and try to lower the volume of your voice when talking on the

phone or to others in open areas.

- * Keep socializing to a minimum and try to conduct conversations in areas where the noise will not be distracting to others.
- * Refrain from using inappropriate language (swearing) that others may overhear.
- * Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- * Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- * Clean up after yourself and do not leave behind waste or discarded papers.
- * Shred all confidential materials including but not limited to any correspondence including a fax, phone or cell phone number, email or mailing address, any other contact information; social security numbers, credit card numbers, etc.



Confidentiality Statement

Privacy Is a Fundamental Human Right

People calling Mid-Maine Homeless Shelter & Services (MMHSS) seeking support or housing services from us are always welcome to remain anonymous if they are uncomfortable giving their name. If they do choose to provide us with their name, federal and state confidentiality laws require us to protect their privacy, and we are glad to do so.

MMHSS does not reveal the identity of those who are receiving services (including those staying in shelter or housing). MMHSS will not confirm an individual or family is receiving services or shelter unless required to do so by law.

MMHSS staff will not make any client's information public without the client's written permission, except as required by law (see limits of confidentiality below) or as agreed upon within program guidelines. Prior to MMHSS staff releasing or obtaining information from other community agencies or individuals, staff will request written permission in all cases—except in a life-threatening situation—as required by law. A client may review their file or obtain copies of information from the file by signing a written release of information. Clients may also complete an authorization for release of information to named professionals when they wish for specific information to be relayed. A client can make a verbal consent to release written information. A client can also choose, at any time, to revoke their consent.

Confidentiality in Shelter & Housing

Individuals or families living in shelter or as tenants at MMHSS are kept confidential. MMHSS will not reveal who is staying in shelter or confirm who is in shelter or housing to anyone except when required by law to do so.

Clients seeking shelter services will be asked for additional information for Homeless Management Information System (HMIS) purposes. Please see the HMIS Statement of Privacy Practices to understand more about how that information is used.

Limits of Confidentiality

We will not disclose information about our clients to anyone outside of MMHSS without a signed release of information, except as required by law or agreed upon by program guidelines as outlined below.

These situations may include:

Abuse and Neglect. We are required by law to report the abuse or neglect of a child, or vulnerable adult to Child or Adult Protective Services, as appropriate, or to local law enforcement.

Duty to Warn. We are required by law to report instances where a client expresses a threat of violence that may harm anyone, including a potential for suicide.

Under 18 Years of Age. If a client is under 18 or has a legal guardian, we may share information with the client’s parent or guardian. However, we will not share information with a parent who has abused the client or who may not be acting in the client’s best interest, as determined by a judge if necessary.

Court Order. Subject to a court order or subpoena, we are required to disclose information to relevant law enforcement authorities.

Certification of Statement

In signing this statement, I fully realize the importance of maintaining confidentiality and that a violation of confidentiality could result in immediate termination. Should such termination occur, I understand that my obligation to protect the confidentiality of both the guest and organizational information will continue after termination of my relationship with MMHSS. I further realize that any breach of confidentiality could also result in legal action by a guest.

Name (Printed)

Signature

Date