

HELP of Southern Nevada Volunteer Guidelines

THANK YOU for applying to volunteer with HELP of Southern Nevada! As a volunteer, you will make a difference in the lives of so many people—we are glad to have you with us, and grateful for your service.

The following policies and procedures will be helpful to you while you are volunteering at HELP. Please feel free to ask our Volunteer Coordinator if you have any questions, concerns or need clarification of these items. Welcome to Team HELP!

1. Volunteer hours are coordinated and scheduled through the Volunteer Coordinator in the program where you are serving. HELP's office hours are Monday – Thursday, 7:00 am to 5:00 pm. Volunteers may serve anytime during those hours, but specifically the hours set by the volunteer shifts created by the Volunteer Coordinator. If you should have questions or concerns regarding our volunteer program, please feel free to contact our Volunteer Coordinator via email at volunteer@helpsonv.org.
2. All information at HELP of Southern Nevada is strictly confidential. Any information received by volunteers regarding HELP clients, staff, or other volunteers, will not be discussed with anyone outside the agency. No information concerning any client, employee, other volunteer, or any information concerning agency activities and operations is to be discussed, publicly or privately, unless approved for dissemination by the President/CEO.
3. All volunteers are required to sign in and out of their volunteer shift. The volunteer sign-in sheet will be provided to you at your shift location; alternatively, the Volunteer Coordinator or Program Manager may provide electronic sign-in via the Volgistics system. Volunteers must sign in on arrival and sign out when leaving for the day. Your sign-in is used to track volunteer hours for our program funding and insurance purposes.
4. If a volunteer is not able to attend a scheduled shift on a certain day, they must notify the Volunteer Coordinator or appropriate Program Manager by phone or email, as soon as possible. If a volunteer has self-scheduled a volunteer shift online using the Volunteer Information Center that they can no longer attend, they must withdraw from the shift as soon as possible.
5. Volunteers may take 10-minute breaks during their shifts after serving any two-hour period.
6. Any questions regarding volunteer assignments during a shift will be directed to the manager/supervisor in charge. Upon completion of assigned tasks, volunteers will report to the manager/supervisor in charge for assignment of additional tasks.
7. Food and beverages are not allowed at volunteer shifts. Managers may make exceptions for containers that have caps/lids securely in place.

8. HELP of Southern Nevada is a non-smoking environment. Smoking is not allowed at any time on our premises, whether the volunteer shift is taking place on our campus or off-site.

9. Volunteers must dress in accordance with their assigned tasks. HELP prefers that volunteers dress to meet the public, since many volunteers will be serving in areas where we meet clients. Volunteer shifts that take place outdoors, or tasks that involves physical labor, may dress appropriately for those activities. The Volunteer Coordinator will provide details on requested attire for each volunteer shift. Hats are not allowed indoors.

10. Volunteers may not bring any extra persons to a volunteer shift who are not current, approved HELP volunteers and who are not signed up for that shift. If you know someone who would like to become a volunteer, please direct them to contact volunteer@helpsonv.org.

12. HELP operates out of multiple physical buildings and locations. As such, volunteers may serve at various locations. Please check the address of your scheduled volunteer shift before arrival. If you are volunteering at Baby First Services Diaper Bank, please be aware there are 2 locations. If you have any questions or need additional directions, please contact volunteer@helpsonv.org.