

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 set and scheduled through the Volunteer Coordinator in the program where you are serving. All volunteers must be scheduled in advance, either directly with the Volunteer Coordinator or through the online, self-scheduled volunteer calendar. Walk-in volunteers are not allowed at any time and HELP reserves the right to ask any walk-in volunteers to leave the premises. HELP's office hours are Monday – Thursday, 7:00 am to 5:00 pm but volunteer shifts may be set outside of those hours.
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. 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, 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 using the online volunteer calendar and they can no longer attend said shift, they must withdraw from the shift online as soon as possible or notify the Volunteer Coordinator or Program Manager.
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 staff member in charge of the shift. Upon completion of assigned tasks, volunteers will report to the staff member in charge for assignment of additional tasks.

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. Specific dress code will be included in volunteer shift descriptions. Generally, we request volunteers wear modest, casual, comfortable clothing with closed-toe sneakers/shoes. Shorts should be no shorter than 2 inches above the volunteer's knee.

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

12. HELP programs operate 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.

13. The relationship between HELP of Southern Nevada and volunteers is an "at will" arrangement, and it may be terminated at any time without cause by either the volunteer or HELP of Southern Nevada.