



# VOLUNTEER APPLICATION and QUESTIONNAIRE

Welcome to Interfaith, where we strive to help those most in need. Your time and talents have great value and we want to do our best to put them to good use. Please answer the following questions, as they apply to you so we can get to know you and make sure that we match you with the best suited and most meaningful volunteer activity.

Name\* \_\_\_\_\_

\*Parent or Guardian's Name if Youth under 18 \_\_\_\_\_

Relation to youth: \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

Cell Phone \_\_\_\_\_ Preferred Contact: Home/Work/Cell

E-Mail \_\_\_\_\_ Occupation \_\_\_\_\_

Emergency Contact Name \_\_\_\_\_ Phone \_\_\_\_\_

Relation \_\_\_\_\_

Spouse Name if applicable \_\_\_\_\_ Spouse Phone if applicable \_\_\_\_\_

## Experience

To help us find the best opportunities given your unique abilities, tell us about your life experience!

**Work Experience:** Please describe your current and/or previous work experience

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**Skills sets and Hobbies:** Please describe any special skills or hobbies you have

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**Previous Volunteer Experience:** Please describe any current or previous volunteer experience, including all previous volunteer work done at any Interfaith location

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## Availability

Please indicate what days and times you are regularly available to volunteer:

- Sunday Times Available: \_\_\_\_\_
- Monday Times Available: \_\_\_\_\_
- Tuesday Times Available: \_\_\_\_\_
- Wednesday Times Available: \_\_\_\_\_
- Thursday Times Available: \_\_\_\_\_
- Friday Times Available: \_\_\_\_\_
- Saturday Times Available: \_\_\_\_\_
- On Call

## Required Volunteer Hours

If your hours are required for work, school, or otherwise, you MUST indicate that here

- School Name of Class or Project: \_\_\_\_\_
- Work Name of Company or Organization: \_\_\_\_\_
- Court mandated hours for a misdemeanor offense  
- A copy of your court document MUST be included with this application  
\*NOTE: Volunteer hours cannot be provided in the case of a felony offense.

Total Number of Hours Needed \_\_\_\_\_

Date by which you need to complete hours \_\_\_\_\_

## Languages Spoken

Speaking a language in addition to English is a wonderful asset. Please let us know if we can call on you to help in another language:

- American Sign Language     Arabic     Chinese – Cantonese/ Mandarin
- Farsi     French     German     Indonesian     Italian     Japanese
- Korean     Portuguese     Russian     Spanish     Swahili     Tagalog
- Thai     Vietnamese     Other: \_\_\_\_\_

Please describe your fluency level and dialect (if applicable) for each of the languages you checked:

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## Volunteer Interest

How would you like to help at Interfaith? Please note that not all opportunities are available at all times. These opportunities, as well as others, are available on an as needed basis.

- Board Member     Carpentry     Cleaning     Clerical     Committee of Board
- Donation Pick Up     Electrical     Food Drive Leader     Food Preparation
- Minor Home Repairs     Interfaith Club Leader     Landscaping     Marketing
- Mentoring – Families     Mentoring – Youth     Outdoor Cleanup
- Painting     Plumbing     Roofing     Social Networking Leader
- Speaker for Interfaith     Special Events     Working with Seniors

**LAST UPDATED DEC 2010**

Working with Youth

### **Community Affiliations**

*Interfaith is supported by many individuals and organizations in the community. Please indicate your affiliation with any and all of the following:*

**Faith Center**      Name \_\_\_\_\_

**Corporation**      Name \_\_\_\_\_

**Girl Scouts**      Troop Number \_\_\_\_\_

**Boy Scouts**      Troop Number \_\_\_\_\_

**Other Service Club**      Name \_\_\_\_\_

### **Additional Information**

*Please fill out this additional information for our records*

**Are you a veteran?** yes / no

During which campaign did you serve? \_\_\_\_\_

**How Did You Hear About Interfaith?** \_\_\_\_\_

*Please Continue the Application on the Next Page*

## VOLUNTEER POLICIES & PROCEDURES

- **Waiver of Liability:** I hereby waive any right or cause of action arising as a result of my participation as a volunteer from which any liability may or could accrue against Interfaith Community Services or the staff and directors collectively or individually. Without limiting the generality of the foregoing, I agree that this waiver shall include any rights or causes of connection with my activities as a volunteer. In addition, I hold Interfaith Community Services and its event sponsors blameless and harmless in case of injury or death.
- **Confidentiality Agreement:** During the course of your work you may come into the possession of trade secrets or confidential information including client names and addresses, client files, financial information, donor records, agreements, business plans and proprietary information. All of this information is strictly confidential whether about INTERFAITH, its clients, suppliers, donors, volunteers or employees. This information must not be disclosed to anyone, including family members, persons outside of INTERFAITH, or to any INTERFAITH staff who is not entitled to the information. Under no circumstances can photos be taken on Interfaith Community Services property of anyone without their prior written agreement. *If you have any doubts about the confidentiality of information, you should keep such information confidential and to yourself.*
- **Anti-Fraternalization:** I agree to never be alone with any client of Interfaith Community Services, male, female, adult or child unless I have written permission from Interfaith staff and I have cleared the FBI Livescan.
- I understand that the following are prohibited: transporting a client in a vehicle\*; taking a client into their personal dwelling \*; giving my personal information or that of anyone I know to a client (i.e., telephone number, address, etc.) \*
- **Photo and video release:** I grant Interfaith Community Services full right to use name and/or likeness for media related promotional purposes.
- I also hereby authorize and consent that Interfaith Community Services has the right to copyright, publish, use, sell, or assign any and all photographic pictures, videotapes and/or sound recordings taken or made of me or in which I may be included in whole or part. I grant permission to allow these images and/or recordings to be put to legitimate use at the discretion of Interfaith. I relinquish all rights, title or interest to any furnished products, reproductions or facsimiles
- **Supervision:** I agree to work under the full direction of an Interfaith Community Services employee.
- **Client Volunteers:** I certify that I am not a current client of Interfaith Community Services and that if I have received services in the past, it was prior to 12 months from today's date
- **Accident Policy:** I understand that in case of an injury or incident, volunteers are to go immediately to the Volunteers Coordinator (if the Volunteer Coordinator is not available, then the alternative will be the department head, Program Director, Manager of HR or the Executive Director). A Volunteer injury/incident report must be filled out immediately. If the injury is critical, the volunteer must either be taken to the hospital or 911 called.
- **Drug and Alcohol Policy:** I understand that Interfaith puts the safety and well being of their staff and clients first, and therefore does not tolerate the sale or use of drugs or alcohol while on Interfaith property. In addition, I understand that if any Interfaith staff member determines that I am intoxicated, I will be asked to leave and Interfaith staff will act as deemed necessary.
- **Sign In Sheets:** I understand that I must sign in and out each day I volunteer at any Interfaith Community Services location

\*Exceptions to this granted with written permission from Interfaith Staff or if volunteer is participating in Interfaith's Make it a Home Program, after clearing the FBI Livescan and being approved by the Volunteer Coordinator.

## Background Check and Court Records

- **Background Check:** I agree to submit to a background check for positions where I would have access to information or through AAA Livescan or Escondido Police Department. *I understand that if this background check contains results that do not meet Interfaith Community Services' standards I will not be placed in a volunteer position.*
- I understand that I am responsible for all costs incurred to obtain a background check.
- I understand this volunteer placement is "at will" and that Interfaith may terminate my placement at any time they deem necessary. In addition, I may quit if ever I deem it necessary.

**Court Records – initial below to indicate statements are true. If any statement is untrue, please explain in detail. Disclosure of information may not necessarily disqualify you from volunteering.**

- I state that I have not been **convicted of a felony** in California or other states \_\_\_\_\_.
- I state that I have **no pending criminal cases** in California or any other state \_\_\_\_\_.
- I state that I have **not been convicted of any sex offense** in California or other states \_\_\_\_\_.
- I state that I have **no pending sex offence cases** in California or in any other state \_\_\_\_\_.

Please provide further details here if applicable: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Privacy Statement:** All volunteer information is to be kept confidential. Interfaith will only use volunteer information to advertise upcoming events, or thank them for their services. You may choose to opt out of these mailings at any time.

**SIGNATURE** *By signing below, I acknowledge that I have read and understood the above terms and agree to abide by all volunteer policies, waivers and confidentiality agreements set forth by Interfaith Community Services.*

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Signature if Volunteer is under 18

\_\_\_\_\_  
Date

**SIGNATURE** *By signing below, I acknowledge that I have read and understood the Interfaith Code of Ethics and agree to abide by all policies stated.*

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Signature if Volunteer is under 18

\_\_\_\_\_  
Date

**SIGNATURE** *By signing below, I acknowledge that I have read and understood the Interfaith Code of Conduct and agree to abide by all policies stated*

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent Signature if Volunteer is under 18

\_\_\_\_\_  
Date

North County Interfaith Council, Inc., DBA

## INTERFAITH COMMUNITY SERVICES

### CODE OF CONDUCT

All Volunteers of INTERFAITH COMMUNITY SERVICES are expected to meet exemplary standards of conduct and performance. All volunteers will be courteous and considerate to other volunteers, clients, staff and visitors to INTERFAITH. INTERFAITH volunteers serve as role models to clients and must behave in a way that discourages the wearing of inappropriate attire, smoking and the use of vulgar language.

INTERFAITH volunteers that engage in misconduct may be subject to disciplinary action, up to and possibly including immediate termination. It is not possible to provide all volunteers a complete list of every possible type of misconduct. However, in order to provide all volunteers with guidance concerning unacceptable behavior, the following are some examples of types of conducts that may result in disciplinary action:

- Actual or threatened physical violence or use of abusive language
- Destroying or damaging company or employee property, records or other materials.
- Disclosure of confidential information regarding a client of interfaith
- Dishonesty
- Discrimination / Harassment
- Embezzlement or theft
- Use or claim of any property donated to or for Interfaith as your own under any circumstances
- Falsification or the making of a material omission on agency forms, records or reports, including timecards, application materials or clients records.
- Gambling on agency property of while representing interfaith
- Immoral or indecent conduct of any type
- Insubordination
- Reporting, being at work or representing interfaith off premises while under the influence of alcohol or unlawful drugs
- Sexual harassment prohibited and among clients and volunteers
- Sexual contact prohibited between and among clients and volunteers
- Conflict of interest prohibited between clients and volunteers
- Unjustified and/ or excessive absence/ tardiness
- Unauthorized possession or removal of agency or employee property, records or other materials
- Unauthorized possession of firearm and/or other instruments regarded as dangerous weapons on work premises. Clients are required to relinquish dangerous weapons, which will be stored in a locked cabinet in the office of the director of alcohol and drug treatment pending pick up by the Escondido police department
- Use, possession, sale, trade. Or delivery of illegal drugs or other controlled substances
- Violation of any Interfaith policy
- Violation of established safety and security rules Violation of ethical and /or professional standards
- Working unauthorized overtime
- Any attempt to influence the purchase of interfaith services or obtain special favors by making payment attempts to or giving consideration to anyone
- Any solicitation or acceptance of payments, fees, gifts or special considerations of any kind from anyone who does business with interfaith for your personal gain
- Any solicitation of personal business from clients or donors for your personal benefit
- The inappropriate exchange of gift between clients and volunteers
- Interfering with the functions and management of interfaith, which includes, but is not limited to, the promotion of discord within interfaith by engaging in gossip about clients or volunteers members
- Performing functions other than those contained in the volunteers members job description unless expressly authorized by the volunteers members supervisor

As previously stated, the foregoing list is not meant to be complete but simply illustrative of the kinds of misconduct, which cannot be tolerated in the workplace. Accordingly, the absence of any rule shall not restrict interfaith right to carry out its function of managing the agency or otherwise manage, direct or discipline its volunteers.

All volunteers are required to use common sense and good judgment at all times. Although interfaith may generally council volunteers concerning improper behavior, no warning or counseling is required. Volunteer opportunities at interfaith are based upon approval of the organization. A volunteer can be terminated with or without cause at any time.

## CODE OF ETHICS

### Personal Standards/Dress

Because each volunteer is a representative of INTERFAITH in the eyes of the public, it is important that each volunteer report to work properly groomed and wearing appropriate attire. Volunteers are expected to dress neatly and in a manner consistent with the nature of the work performed.

### Business Ethics

Just as INTERFAITH has a responsibility to conduct its business in strict compliance with all laws and regulations, so too it expects its volunteers to act in accordance with the highest standards of business ethics both on and off INTERFAITH's premises, and to avoid any appearance of impropriety. It is crucial that you observe all applicable laws and regulations while conducting business on INTERFAITH's behalf.

You may not:

- Attempt to influence the purchase of INTERFAITH's services or obtain special favors by making payments to or giving consideration to anyone.

- Solicit or accept any payments, fees, gifts or special considerations of any kind from anyone who does business with INTERFAITH for your personal gain.

- Solicit personal business from clients or donors for your personal benefit.

- Receive any property donated to or for INTERFAITH as your own under any circumstances.

### *Volunteer records*

INTERFAITH keeps a personnel file on each volunteer.

Any external source (i.e., individuals or corporations outside INTERFAITH), which requests information from a volunteer's personnel file, must first receive clearance from the volunteer before any data is released.

### Confidential Information

During the course of your service you may come into the possession of trade secrets or confidential information including client names and addresses, client files, financial information, agreements, business plans and proprietary information. All of this information is strictly confidential whether about INTERFAITH, its clients, suppliers, donors or employees. This information must not be disclosed to anyone, including family members, persons outside of INTERFAITH, or to any INTERFAITH employee who is not entitled to the information. If you have any doubts about the confidentiality of information, you should keep such information confidential.

### Client Relations

Volunteers are expected to be polite, courteous, prompt and attentive to every client. When a situation arises where the volunteer does not feel comfortable or capable of handling a problem, the Supervisor, the Supervisor in charge, or the Associate Director of Programs should be called immediately.

### *Purpose*

INTERFAITH COMMUNITY SERVICES established a uniform and understandable policy for its employees, donors, volunteers, and clients. INTERFAITH acts to protect the confidentiality of

information about clients, volunteers, donors and employees, to the best of its ability, in accordance with prevailing legal requirements and social standards.

It is recognized that the diversity of offices, programs, contracts, services, departments and affiliations of INTERFAITH may impose and require different confidentiality principles precluding the uniform application of a single policy. This statement shall be applied in good faith so as to be as consistent as possible under the unique requirements of each sub entity of INTERFAITH.

### *Responsibility*

It shall be the Executive Director's responsibility to promulgate and ensure compliance with confidentiality policies, directives and practices.

### *General applicability*

This policy shall be agency wide in its application, while recognizing the heterogeneous nature of INTERFAITH programs and the variety of limitations and freedoms applicable to specific programs. Unless specifically excluded, this policy shall apply to all:

1. Agency employees, professionals, clerical and other;
2. Student involved in any sort of training field placement, internship or educational activity within the agency;
3. Volunteers working within the agency;
4. Temporary and outside employees, including services repair or other employees of external organizations working within INTERFAITH, such as repairman and equipment installers;
5. Consultants;
6. Consumers or recipients of service;
7. Board members;
8. Persons involved with peer review or accountability mechanisms;
9. Accrediting and licensing authorities;
10. Third party funding sources;
11. Other cooperating agencies, and;
12. Other persons to whom the agency grants access to information.

### **Professional Ethics**

Reflected in each principle of this code of ethics is the fundamental belief that each volunteer will maintain a vital concern for the effects of his/her behavior on the lives and well-being of all persons.

#### *An INTERFAITH volunteer:*

Is dedicated to the belief in the dignity and worth of all human beings.

Pledges to provide service for the welfare and betterment of all members of society.

Promotes and assists in the recovery of all persons; without regards to race, color creed, national origin, age, sex, sexual orientation, religion, marital status, residence, political union affiliation, mental or physical disability and regardless of the ability to pay.

Maintains an appropriate relationship with all persons served, never becoming financially, emotionally, socially, sexually or romantically involved. This includes 12-step work and sponsorship. There should be no such involvement for at least a minimum of three years after a program participant leaves INTERFAITH's services or any affiliated programs.

Refrains from undertaking any activity where personal conduct, including the inappropriate use of alcohol and other mind altering drugs is likely to result in inferior services or constitute the violation of the law.

Adheres strictly to established rules of confidentiality of all records, materials and knowledge concerning a person's service in accordance with all current government and program regulations. Respects organizational policies and procedures, along with the rights of other employees, cooperating with management both on the job and in associations with other agencies with which the employee may come in contact with in their job.

Will regularly evaluate their own skills, strengths and limitations, striving always for self-improvement, personal growth and increased knowledge through further education and training.

An INTERFAITH volunteer shall strive at all times to maintain the highest standards in all the services provided, valuing competency and integrating over expediency or temporary success. A volunteer shall recognize the limits of their ability, providing services only in those areas where their training and experience meet established INTERFAITH standards. A volunteer shall always recognize that they have assumed a heavy social and vocational responsibility due to the intimate nature of their work, which touches the lives of other human beings. Failure to comply with any of these policies will result in disciplinary action up to and including dismissal in accordance with published agency personnel practices.