



**St. Joseph Community Services, Inc.
dba Meals on Wheels of Hillsborough County**

Volunteer Handbook

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www.hcmow.org

Welcome to our community!

Meals on Wheels agencies across America have been guided by a single goal since the first known U.S. delivery by a small group of Philadelphia citizens in 1954 – to support our adult neighbors in need and extend their independence and health as they age at home. What started as a compassionate idea has grown into one of the largest and most effective social movements in America, currently helping nearly 2.4 million people annually in virtually every community in the country.

Here at Meals on Wheels of Hillsborough County (HCMOW), we share that same ambition and drive, serving approximately, 7,000 meals throughout the county each week. Our participants and their families will tell you that it's *more than just a meal*. At each meal delivery, we conduct a vital “wellness check” and provide a critical social connection to the local community.

Regardless of positions or titles, volunteers and employees have a shared goal to create connection and enrich the lives of older homebound adults. *You* are an important member of our team and, through your efforts with HCMOW you will make a significant contribution to your community.

On behalf of Meals on Wheels of Hillsborough County, I welcome you to our agency.



Jon Eriquezzo
President

Mission Statement:

To create connection and enrich the lives of older and homebound adults who live independently through nutrition, social engagement and community services.

Vision:

A world where all older and homebound adults in Hillsborough County have enough to eat and are connected members of the community.

Values:

Inspiring how the agency operates internally and externally are the values of:

- Integrity
- Respect
- Inclusion
- Innovation
- Teamwork
- Commitment to Excellence

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WHO WE ARE AND WHAT WE DO

Meals on Wheels of Hillsborough County was established in 1977 by St. Joseph Hospital to provide Meals on Wheels to seniors and other homebound adults throughout Hillsborough County. The first year in operation, the agency provided 149,338 meals. Since then, the participant base has expanded and the need has grown.

While delivering a nutritious meal to our participants is our primary mission, we also strive to provide social connections to individuals who might otherwise be isolated. By having our drivers deliver a meal **and** a friendly conversation, we are actively working to decrease the isolation these individuals may be feeling.

Meals on Wheels also offers community dining opportunities where individuals aged 60+ can enjoy a nutritious meal and make social connections.

We have five core nutrition locations throughout Hillsborough County that act as distribution centers for the home-delivered Meals on Wheels service and several satellite locations dedicated to community dining.

Meals on Wheels is funded largely by block grants received by the Older Americans Act distributed by the Bureau of Elderly and Adult Services of New Hampshire (BEAS). Additional funding comes from private grant opportunities, events benefiting the agency, and individual donations.

WHO WE SERVE

Recipients of Meals on Wheels meet the following eligibility requirements:

- 60 years of age and older who live independently and are unable to prepare their own meals, have limited ability to leave their residence, or are unable to consume meals at a congregate dining location due to physical, emotional, or mental difficulties or limited desire for social interactions
- 18 years of age and older who are homebound due to chronic illness or disability and meet income requirements
- Any qualified person on a short-term basis, including those recovering from surgery or illness
- People caring for a spouse on the program may also be eligible.

MEALS

Meals on Wheels of Hillsborough County provides meals that meet one-third of the dietary reference intakes established by the Older Americans Act and the Dietary Guidelines for Americans. Our standard program is five lunchtime meals per week. These standard meals are cook-chill meals, intended for same-day consumption, and can be heated in an oven or microwave. Additional meals including breakfast meals and weekend meals are available to those participants who qualify based on eligibility assessments. All meals are prepared off-site at a commercial kitchen and delivered Monday through Friday to our core nutrition site locations across the county.

SITE LOCATIONS

- ❖ **Administrative Office (ADM)**
46 Milford Street, Manchester, NH | 603-424-9967
- ❖ **Senior Activity Center (SAC)**
70 Temple St, Nashua, NH | 603-882-2106
- ❖ **Headquarters (HQ)**
353 South Main St, Manchester, NH | 603-669-1699
- ❖ **Vose Farm Business Center (PET)**
9 Vose Farm Rd, Peterborough #130, NH | 603-878-3109
- ❖ **Share Outreach (MIL)**
1 Columbus Ave, Milford, NH | 603-673-4094

HOURS OF OPERATION AND HOLIDAY SCHEDULE

Meals on Wheels of Hillsborough County's administrative office operates Monday through Friday 8:30 am - 4:30 pm. Site location hours may vary to meet the needs of those served. Meals on Wheels observes the following holidays:

New Year's Day	Juneteenth	Veteran's Day
Civil Rights Day	Independence Day	Thanksgiving Day
President's Day	Labor Day	Christmas Day
Memorial Day	Columbus Day	

EMERGENCY CLOSURE AND INCLEMENT WEATHER

If there is inclement weather or the agency closes site operations, you will be notified by your Site Manager or Assistant Site Manager. Closures will also be posted on WMUR. If the agency remains open and you cannot report in to volunteer, please contact your Site Manager as soon as possible.

VOLUNTEERING WITH US

YOUR VOLUNTEER COMMITMENT

Your commitment makes it possible to meet the needs of those most vulnerable in our community. We couldn't do it without you! Thank you for being part of the Meals on Wheels of Hillsborough County team. You are truly making a difference in the lives of our neighbors in need.

VOLUNTEER ROLES

Kitchen: Responsible for assisting in the production process for Meals on Wheels, including packaging breads and desserts, assembling bags with meals for drivers, cleaning, and setting up and serving for our community dining program.

Driver: Responsible for the delivery of home-delivered meals (Meals on Wheels) to homebound older adults and individuals with disabilities throughout Hillsborough County. Drivers also provide a friendly visit, wellness check, and social connection to Meals on Wheels participants.

Delivery Assistant: Assist drivers in the delivery of meals (Meals on Wheels) to homebound participants, including a friendly visit, wellness check, and social connection to Meals on Wheels participants.

Office Volunteers: Assist at the Administrative office with data entry, scanning, mailings, and special projects as assigned.

Special Events: Assist with agency events, including special luncheons, our annual 5K road race, and holiday gift bag event.

THE IMPORTANCE OF MEAL DELIVERY

At Meals on Wheels of Hillsborough County we deliver meals to participants daily, Monday through Friday. We utilize a website called MOW Scheduler to track your volunteering and display our volunteer needs. If there is a chance that you are unable to make your commitment to deliver or volunteer on your scheduled day, please cancel your shift on MOW Scheduler. The system will not allow you to cancel a shift after noon the day prior. Please call your Site Manager for late shift cancelations. We recognize that unexpected things occur that may require a late or last-minute cancelation to your scheduled volunteer shift, and the site team will do its best to cover your route. Participants and the team depend on you, so please make sure to communicate conflicts in advance.

AGE REQUIREMENTS

Volunteers are an essential part of the Meals on Wheels operation as a main provider of delivering food and wellness checks to the participants served. Meals on Wheels adheres to all laws that exist on the state and federal levels regarding the onboarding of volunteers. Volunteer Drivers must be at least 21 years of age. Those younger than 18 need prior approval from Meals on Wheels to volunteer and must be accompanied by an approved driver to deliver meals.

Volunteers 12-17 years of age are permitted to volunteer for Meals on Wheels of Hillsborough County following US Department of Labor regulations. A Youth Employment Certificate is required for any youth 12-15 years old; parent and/or guardian permission is required for any youth 16 or 17 years old. Time and hour restrictions may apply, as well as permitted volunteer opportunities. All youth volunteers must be accompanied by a staff member or volunteer over the age of 18.

BACKGROUND CHECK

All staff and volunteers at Meals on Wheels must complete a criminal background check as well as a motor vehicle records check (as applicable) during onboarding and every six years thereafter.

VOLUNTEER VEHICLE INSURANCE

Volunteer drivers for Meals on Wheels are required to show proof of a valid driver's license as well as a copy of their auto insurance including Bodily Injury Liability Insurance with a minimum of \$100,000/\$300,000 coverage. Volunteer roles that do not include driving are not subject to this requirement.

To note: NH House Bill 767 prohibits insurance companies from refusing to issue motor vehicle insurance or increasing the rates for volunteer drivers, whether or not they receive mileage reimbursement. Not all insurers within the state of NH are aware of the law. For more information, please review Chapter 351 HB 767 enacted July 17, 2007.

DRESS CODE

Apparel: Site staff and volunteers must wear clean appropriate attire for the work situation. Clothing with offensive slogans, mottos or political statements are not considered appropriate attire. While working or volunteering at a site location, staff and volunteers must be mindful of clothing that may cause a safety risk. For example, decorative scarves, clothes with strings, or ripped or excessively loose clothing is not permitted.

Footwear: Site staff and volunteers must wear flat shoes with slip-resistant soles or rain/snow boots with good traction. Avoid wearing high-heeled boots. Sneakers are prohibited during winter months, as they are not safe on icy surfaces. In the summer, drivers may wear sneakers. For safety and sanitation reasons, slip-ons, open-toed shoes, flip-flops, sandals, croc-type shoes or shoes that are loose fitting are not allowed at the site locations or while delivering meals.

Protective Gear: Depending on the type of meals the agency is serving (hot, frozen, cook-chill, etc.) different types of protective gear may be required. Site Managers will keep site staff and volunteers informed as to what type of protective gear is currently required. Meals on Wheels may also require items (e.g., masks) be worn at the site and during deliveries.

Identification Badges: When provided, Meals on Wheels drivers must wear a driver badge in plain view while making deliveries to participants. These badges should be kept at the nutrition site to ensure that they are available when needed.

PERSONAL HYGIENE AND UNIVERSAL PRECAUTIONS

In order to prevent the contamination of food and food-contact surfaces and the resulting potential transmission of food-borne illness, it is essential that volunteers observe strict standards of cleanliness and proper hygiene. You must thoroughly wash your hands and the exposed portions of your arms with soap and warm water before starting work, and after smoking, eating, drinking or using the toilet. You should keep your fingernails clean and trimmed. Hats, clean aprons and gloves must be worn during food service periods.

Meals on Wheels is not able to disclose personal health information about the participants we serve. As such, universal precautions shall be employed at all times. Should you decide to administer aid to a participant while acting in your capacity as a Meals on Wheels driver, only offer assistance or aid for which you are currently certified. Hand sanitizer will be made available to you. Volunteers should not report to their scheduled shift if they are sick or not feeling well. Masks may be required of volunteers during meal production and during deliveries.

ATTENDANCE

Reliable attendance is essential to the success of our programs and the communities we serve. This policy ensures that all volunteers understand their commitment and the importance of punctuality and communication.

Volunteers are expected to arrive on time and stay for the full duration of their scheduled shift. Consistent attendance helps maintain program quality, team morale, and participant trust.

If you are unable to attend your scheduled shift, please use MOW Scheduler to cancel, or notify your supervisor or volunteer coordinator as soon as possible. In case of an emergency or sudden illness, contact your supervisor as soon as possible by phone, or email. Site Managers must make sure there is appropriate coverage for team members that are sick. Repeated absences or tardiness may result in reassignment or dismissal from the volunteer program.

Volunteers arriving more than 15 minutes late should inform their supervisor. Habitual tardiness may affect volunteer standing or eligibility for certain assignments.

DELIVERY

Volunteer drivers will be assigned a specific route at their nutrition site. Routes vary in size and distance depending on location. Volunteers should review their route and confirm meal counts and any important instructions at the start of each volunteer shift.

Most routes are managed using an iPad with a mobile meals application. Deliveries will follow the delivery process *specific for each participant*, based on the special instructions, e.g., some participants may meet you at the door; others will need you to go inside to make the delivery, etc. It is important that drivers *do not enter the home unless explicitly written in the driver instructions or permission is granted at the time of delivery.*

WELLNESS CHECK

Our responsibility is not only to provide meals to participants, but also to check on their wellbeing. When you arrive to deliver a meal, keep in mind that you may be the only person the participant sees all day. Thus, it is an essential part of our home-delivered meals program that you see the participant “face to face” when delivering a meal. Never leave a meal without seeing the participant for whom it is intended. A key component of your visit is observation and to report a participant’s change in condition, if applicable. When in doubt, always report to your Site Manager.

Changes may include:

- Physical changes
- Emotional changes
- Environmental changes

PETS

Meals on Wheels wants to protect all drivers from a potential animal bite while delivering. Participants are expected to keep all pets contained during meal deliveries. Dogs must be confined either in another room with the door shut, or on a leash and out of reach of drivers. Though it is the participant's responsibility to keep pets contained, it is the driver's responsibility to enforce this by **NOT** delivering if a pet is not contained/restrained. If drivers find themselves in this situation, they must call their Site Manager to determine the most appropriate next steps.

If drivers encounter an unrestrained animal outside of the home of a participant, they should first call the participant and ask that the animal be restrained. If drivers need further guidance or assistance, they should call the site and discuss the situation with their Site Manager or appropriate staff member.

Animals/pets are not allowed to accompany drivers on their routes.

VOLUNTEER BOUNDARIES

Volunteers for Meals on Wheels of Hillsborough County should only perform tasks as outlined in your volunteer duties description. If you believe a participant is in need of additional support, such as house cleaning, yard work, personal hygiene, personal shopping, etc., you should discuss the situation with your Site Manager.

- DON'T give out your telephone number or address
- DON'T take a participant into your home
- DON'T become emotionally over-involved
- DON'T accept any form of harassment/violence from others
- DON'T buy gifts or give money to participants
- DON'T accept any gift over \$5.00 from participants
- DON'T lend to or borrow from participants money or material goods
- DON'T give rides to participants

IMPORTANT VOLUNTEER POLICIES

CONFIDENTIALITY

Meals on Wheels of Hillsborough County serves a vulnerable population. It is important that as a volunteer you respect the confidentiality of all information given to you, including names, addresses and personal information. Please do not discuss living situations, health conditions, financial status, or anything else you learn with anyone other than the appropriate Meals on Wheels employees. Please be mindful to not leave directions or information about a participant that is visible or accessible to others.

We respect your confidentiality as well. We will never give your phone number to a participant, and we ask that you use *67 when calling a participant to protect your caller ID.

ABUSE AND NEGLECT

All staff and volunteers are considered mandated reporters and as such, Meals on Wheels requires that if you witness or have reason to suspect that a participant is being abused or neglected, you must immediately report the abuse or neglect in accordance with Meals on Wheels reporting procedures. Staff and/or volunteers must not, under any circumstances, engage in any acts that could be deemed abuse or neglect. Any such behavior by staff or volunteers will result in disciplinary action, up to and including termination of volunteer status.

Proper reporting steps are located at your worksite and include, but are not limited to:

- Immediately contacting local authorities if a participant is in immediate danger
- Reporting suspected abuse to Site Managers or immediate managers and completing an incident report
- Submitting, or providing the necessary details to make, a formal report to the Bureau of Elderly and Adult Services (BEAS) for further investigation

SUBSTANCE-FREE WORKPLACE

Alcohol and drug abuse poses a significant risk to the health and safety of our staff, volunteers and participants. As such, the presence or use of any illegal drug, illegal controlled substance or alcohol while performing agency business or while on Meals on Wheels property is prohibited. This also applies to prescribed drugs that adversely affect an individual's ability to safely and effectively perform job duties. Compliance with this policy is a condition of volunteering with Meals on Wheels.

DRIVING POLICY

It is your responsibility to operate your personal vehicle in a safe and courteous manner to prevent injuries and property damage. As such, Meals on Wheels endorses all applicable state motor vehicle regulations relating to driver responsibility.

Driver Guidelines and Reporting Requirements

- If you regularly drive on behalf of Meals on Wheels and have your driver's license revoked or suspended, you must notify your immediate supervisor no later than the next business day and must immediately discontinue driving on behalf of the agency until the license is reinstated. Failure to do so may result in disciplinary action, including termination of volunteer status.
- All automobile accidents that occur during volunteer shifts must be reported to the police and to an immediate supervisor. Accidents are to be reported immediately (from the scene, during the same day, or as soon as practicable if immediate or same-day reporting is not possible). An Accident Information Worksheet must be filled out if another vehicle is involved. Failing to stop after an accident and/or failure to report an accident may result in disciplinary action, up to and including termination of volunteer status.
- You must report all ticket violations received while performing work in a volunteer capacity for Meals on Wheels. Tickets must be reported within 72 hours to your immediate supervisor.
- Motor Vehicle Records will be obtained on all drivers prior to volunteering and no less than every six years thereafter. A driving record that fails to meet the criteria or is considered to be in violation of the intent of this policy, may result in disciplinary action.

Driver Safety Rules

- Driving on company business while under the influence of intoxicants and other drugs is forbidden and is sufficient cause for discipline, up to and including termination of volunteer status.
- Cell phone use while driving is prohibited while driving for Meals on Wheels except as allowed by law. Whenever possible, you should complete calls and set up navigation routes while the vehicle is parked, or use the phone in a "hands free" mode via a headset or speaker. While driving, attention to the road and safety should always take precedence over conducting business over the phone.
- You shall not operate a vehicle when your ability to do so safely has been impaired by illness, fatigue, injury, or prescription medication.
- No unauthorized personnel are allowed to ride in personal vehicles while delivering meals.
- No nicotine or vape products may be used in any personal vehicle while utilizing the vehicle to deliver meals or transport participants.
- All state and local laws must be obeyed.

TECHNOLOGY USER POLICY

Meals on Wheels authorizes its employees and volunteers to use technology owned, licensed or otherwise provided by the agency as necessary to fulfill the requirements of their position. The use of agency technology is a privilege permitted at the agency's discretion and the agency reserves the right to suspend access at any time, without notice, for any reason.

You are expected to use technology responsibly in order to avoid potential problems and liability. Additionally, you are expected to use agency technology safely, responsibly, and primarily for work-related purposes. You are responsible for the agency technology issued to you. Since the use of agency technology is intended to conduct agency business, you should not have any expectation of privacy when utilizing agency technology.

If agency technology becomes lost, broken or stolen, you must inform your immediate supervisor as soon as you are able. Violations of the law, agency policy, or this Technology User Policy may result in revocation of your access to agency technology and/or discipline, up to and including termination. In addition, violations of law or agency policy may be reported to law enforcement agencies as appropriate.

Volunteers may use their personal cell phones to facilitate deliveries. The agency is not responsible for any damages incurred to a personal device while acting on behalf of the agency.

GIFT ACCEPTANCE POLICY

In order to avoid a conflict of interest or the appearance of a conflict of interest, you may not solicit or accept gifts (including cash or gratuities) outside of the parameters set forth below.

At no time are gifts of cash or gratuities acceptable in any amount from any individual, participant, contractors, or vendors, and should be returned immediately to the donor.

Gifts other than cash from participants or a participant's family or friends valued at more than \$5.00 cannot be accepted, and should be immediately returned to the donor. If the value of a gift is undetermined, it should also be returned to the donor. Likewise, soliciting a participant or a participant's family member for inclusion in a participant's will, trust or similar testamentary

instrument is strictly prohibited. Selling or soliciting for outside products or services is strictly prohibited. You must report all gifts and attempted gifts to your supervisor.

STANDARDS OF CONDUCT

Our success is dependent on the trust and confidence earned from employees, volunteers, participants and stakeholders. We gain credibility by adhering to our commitments, displaying honesty and integrity, and reaching agency goals solely through honorable conduct. We will hold ourselves to the following standards:

- **Respect for the Individual** - You deserve to volunteer in an environment where you are treated with dignity and respect
- **A Culture of Open and Honest Communication** - You should feel comfortable speaking your mind in an open and supportive environment.
- **Set the Tone at the Top** - Management at all levels should demonstrate the importance of ethical behavior.
- **Uphold the Law** - You should have a clear understanding of agency policies, laws, rules and regulations that apply to your specific role.
- **Health and Safety** - We are dedicated to maintaining a healthy work environment.
- **Accurate Public Disclosures & Corporate Recordkeeping** - All disclosures made in financial reports and public documents will be full, fair, accurate, timely and understandable. All corporate records will be true, accurate and complete in accordance with applicable accounting principles.
- **Accountability** - You are responsible for knowing and adhering to the values and standards set forth by the agency, and for asking questions when you are uncertain.

WORKPLACE VIOLENCE AND HARASSMENT

A work environment which encourages productive activity and mutual respect is important to us. To accomplish this, we will not tolerate workplace violence or harassment (sexual or otherwise) by any person and will promptly address concerns with anyone who engages in such activities.

While a complete list of all prohibited behaviors cannot be created, the list below provides examples of conduct that is prohibited:

- Causing physical injury to another person
- Making threatening remarks
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- Intentionally damaging agency property or personal property of another individual
- Possession of a weapon while at a work site or while on agency business, including meal delivery
- Committing acts motivated by, or related to, sexual harassment or domestic violence
- Dirty or offensive jokes (sexual or otherwise)
- Negative comments/slurs (sexual or otherwise)
- Inappropriate cartoons, pictures, emails, instant messages or texts
- Mocking or belittling

- Unnecessary touching or brushing against someone in a suggestive manner
- Pressuring someone to go on a date

Reporting Procedure

1. If you believe you are a victim of workplace violence or harassment, or if you become aware of such conduct, you should report the act immediately to your supervisor. If you prefer not to discuss the matter with your supervisor, you may report the incident to the next level of management.
2. Supervisors who become aware of workplace violence or harassment and/or receive a complaint of workplace violence or harassment must make a report to the next level of management.
3. We will promptly investigate every reported incident of violence or harassment. Any individual who has been found to have acted in violation of this policy will be subject to appropriate disciplinary action, up to and including immediate termination. If the actor is a non-employee or if it is determined that the violence or harassment has or could rise to the level of criminal conduct, we will make a report to the appropriate law enforcement entity.

POLITICS IN THE WORKPLACE

Meals on Wheels prohibits all political paraphernalia (e.g., clothing, accessories, buttons, signs, screen savers, pins, hats, etc.) and political discussions during working hours. In addition, Meals on Wheels does not permit the distribution of political flyers, petitions, polls, fundraising or any other form of political information, solicitation or commentary during working hours, in work areas, using Meals on Wheels interoffice mail or computer systems, or when volunteering for Meals on Wheels.

Work areas for the purpose of this policy encompasses all areas where Meals on Wheels work is performed, including staff/volunteer vehicles. Meals on Wheels reserves the right to require that excessive, offensive or otherwise undesirable bumper stickers or other car paraphernalia be covered or removed during working hours.

Political discussion is permitted in agency designated break rooms or lunch rooms when no Meals on Wheels work is being performed. Any and all discussions must be civil and respectful and cannot cause a disruption in work or work relationships. Additionally, while discussions may occur, the distribution or posting of political flyers, posters, articles or paraphernalia is not permitted in those areas.

Political demonstrations in the workplace are also generally prohibited. This is not meant to prohibit or stifle employee rights at work under the National Labor Relations Act (NLRA) or free speech rights outside of work.

If a participant attempts to engage a Meals on Wheels staff member/volunteer in a political discussion, staff/volunteers should not engage, and should notify their supervisor. Volunteers are not allowed to solicit employees or distribute written or related materials on Meals on Wheels property



MEALS on WHEELS
HILLSBOROUGH COUNTY

ACKNOWLEDGEMENT

By signing this page I acknowledge that I have received a copy of the Volunteer Handbook. I agree to follow and abide by all of the procedures, rules, and policies that it contains.

I understand that the Volunteer Handbook is intended to cover the procedures, rules, and policies most often applied to day-to-day activities.

Date

Volunteer Signature

Print Volunteer Name