



Sunnyvale Community Services

725 Kifer Road, Sunnyvale, CA 94086 408.738.4321

Working to Prevent Homelessness and Hunger

Sunnyvale Community Services Volunteer Agreement

In consideration of the opportunity afforded me to participate as a volunteer for Sunnyvale Community Services (SCS) , I agree to the following volunteer policies:

1. **Voluntary Participation.** I acknowledge that I have voluntarily applied to be a volunteer for Sunnyvale Community Services. I understand that as a volunteer, I will not be paid for my services, and that I will not be covered by or eligible for any Sunnyvale Community Services insurance, health care, workers compensation, or other benefits. I understand that my participation with Sunnyvale Community Services may be terminated at any time by Sunnyvale Community Services or by me.
2. **Volunteer Duties.** I understand that I will be taking direction from Sunnyvale Community Services staff while I am volunteering. I am responsible for following directions, complying with operational and safety policies and attending periodic volunteer training.
3. **Attire.** I agree to wear appropriate attire while volunteering at Sunnyvale Community Services. I understand that I may be asked to leave SCS and return when my attire is appropriate. Exceptions to these policies are permitted with written approval from a Sunnyvale Community Services Director. Appropriate attire includes but is not limited to:
 - a. Footwear – closed toed shoes are required at all time.
 - b. Legwear - pants or jeans without large holes or shorts that extend to mid-thigh or lower.
 - c. Tops - short or long sleeve t-shirts or collared shirts free from religious, drug or alcohol references. Tank tops, or shirts revealing significant cleavage are not permitted.
 - d. Hats or outerwear – volunteers are encouraged to dress appropriately for their volunteer duties, which may include exposure to sun, rain or other elements. Personal attire accessories should be free of religious, drug or alcohol references and should be appropriate for volunteer duties.
4. **Conduct and Communication.** I agree to conduct myself in a professional manner at all times while volunteering at Sunnyvale Community Services. Specifically, I agree to the following:
 - a. Treat all clients, volunteers, staff and others equally and according to SCS policy and procedures without regard for race, religion, age, sex, gender identity, sexual orientation, veteran status, ancestry, disability status, economic status or national or ethnic origin.
 - b. Treat all clients, volunteers, staff and others with courteous words and body language to communicate a welcoming environment, mutual respect and a high level of customer service.

- c. Make no judgment comments related to clients or clients' situations to the client themselves, other volunteers or staff. Concerns about specific client behavior should be discussed in private with SCS staff at the earliest convenience.
 - d. Communications with clients should focus on SCS transactions. No probing or questioning of client's situation, beyond basic information needed to provide service shall be allowed.
 - e. Always follow SCS safety policies and operate in a safe manner.
 - f. Do not distribute religious or political materials to other volunteers, staff or clients.
 - g. Immediately inform SCS staff of any concerns related to safety, service complaints, programs, policies, volunteer assignments or areas of concern.
5. **Parking.** Please be aware that parking can be challenging during busy days. I agree to park in areas designated as available to SCS volunteers including: public street parking, DGW additional parking area facing center hedge and SCS parking spots behind our building. SCS has a small parking lot and we want to make sure we have enough client parking available. Many of our clients are disabled and are often picking up groceries or other heavy items. Therefore, volunteer parking in the SCS main parking lot is discouraged. SCS volunteer parking in the neighboring business private parking lots is not permitted. SCS Handicapped parking is available for volunteers if you are personally disabled. If limited mobility is a concern for you, please discuss parking options with an SCS staff member.
6. **In-kind Donations.** All donations to SCS of food and other items are intended for client use and as such are not generally available for volunteers. SCS does receive donated items that we do not distribute to clients. SCS makes these non-client type donations available to volunteers on the volunteer rack. In the case where SCS will not be able to distribute donations during their useful life, SCS will announce this excess to volunteers on site at the time and make them available for volunteers.
7. **Return of Property.** At the end of my participation as a volunteer, or upon Sunnyvale Community Services request at any other time, I will deliver to Sunnyvale Community Services all of Sunnyvale Community Services' property, equipment, and documents, together with all copies, regardless of whether such property contains confidential information.

This Agreement will be effective as of the date _____

I have read, understand, and accept this Agreement and have been given adequate time to review it and ask questions.

Volunteer's Signature: _____

Printed Name: _____

THANK YOU FOR VOLUNTEERING WITH SUNNYVALE COMMUNITY SERVICES