



lodging for patients and families

## *Volunteer Handbook*

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Sarah's Guest House is a member of the Healthcare Hospitality Network



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## 100 INTRODUCTION

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### *Welcome Message*

**Welcome to Sarah's Guest House, hereafter referred to throughout this Volunteer handbook as “Sarah's Guest House” or the “House.” On behalf of Sarah's Guest House, we would like to extend a sincere welcome. We are pleased you have joined our team and look forward to a mutually beneficial relationship. To help you become an effective and integral part of our team, we have prepared this handbook to answer some of the questions you might have regarding our organization, policies, and benefits. This handbook is designed to be an easy guide for you in your day-to-day interactions at the House.**

**A copy of this Handbook will be kept in the Volunteers’ Office. If you have any questions, please ask the Operations & Office Manager or the Executive Director.**

**Again, welcome. We are so happy to have you with us and hope you will find your work with Sarah's Guest House interesting and rewarding. Thank you for taking the time to support our very important mission of hospitality. Volunteers make our house a “home” and we couldn’t do it without you!**

**David Haas, Executive Director**

### 102 *Mission*

Sarah's Guest House provides lodging, transportation, meals, and comfort to patients and families of patients receiving medical care in Central New York.

### 103 *Purpose of Volunteer Handbook*

**Purpose** - The purpose of this Volunteer handbook is to familiarize Volunteers with the House and to communicate important information about many of the policies that affect and guide daily operations. The Volunteer handbook provides an overview of the House's policies that relate to rules, regulations, procedures, and practices.

Due to the variety of tasks performed by Volunteers, this Handbook contains core information with specific instructions pertaining to each role. However, this is not inclusive of everything you may encounter or that you may need to know. Please see the Executive Director if you have any questions, comments, or concerns.

**Previous Volunteer Handbook** - Unless otherwise notified, this Volunteer handbook supersedes and replaces any and all previous Volunteer handbooks issued by the House concerning all policies contained herein.

**Questions** - A Volunteer is encouraged to contact the Operations & Office Manager or the Executive Director regarding any questions regarding the information provided in this Volunteer handbook.

## 200 HOUSE CLASSIFICATIONS

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For the purpose of this Volunteer handbook, the following terms are defined as follows:

### 201 Employee

An Employee is hired for a continuing, unspecified period, is regularly scheduled to work for a set number of hours per week, and receives a salary for their work.

### 202 Volunteer

A Volunteer gives up their time to assist with the running of Sarah's Guest House without receipt of salary under the direction of the appropriate Staff Member and is ultimately responsible to the Executive Director. There is no formal contract between Sarah's Guest House and the Volunteer and either party is free to withdraw from the arrangement at any time without being required to give a reason. Volunteers agree to abide by the policies set out in this Volunteer Handbook and action may be taken if violations occur.

Volunteers are categorized into the following groups for the purposes of specific information later in this Handbook:

- Office & Guest Services
  - A volunteer who answers phones, takes reservations, and conducts guest check-ins and tours of the house.
- Clerical Projects
  - A volunteer who works on clerical tasks within the house or remotely.
- Housekeeping/Light Housework
  - A volunteer who helps with cleaning within the house. These tasks can include, but are not limited to, vacuuming, sweeping, mopping, organizing, making beds, laundry, dusting, and other cleaning tasks as needed.
- Other
  - Meal Preparation
    - A volunteer who makes a meal either inside the house using the SGH kitchen and equipment or a volunteer who makes a meal at home and brings it in for the guests.
  - Special Events
    - A volunteer who works at one of our several events throughout the year.
  - Guest Relations
    - A volunteer who comes into the house and spends time interacting with our guests. This volunteer spends time chatting with the guests and is an overall presence in the house to make guests more comfortable.
  - Transportation (to and from the hospitals)
    - A volunteer who drives patients and/or their loved ones to the hospital from Sarah's Guest House or picks patients and/or their loved ones up at the hospital and brings them back to Sarah's Guest House. Times may vary depending on guest need and volunteer availability.

- Maintenance Work
  - A volunteer who helps with tasks within the house such as service work, carpentry, plumbing, lighting, and other routine maintenance work.
- Public Relations, Marketing, Development
  - A volunteer who assists the Development Specialist with tasks pertaining to fundraising and events. These tasks might include mailings and phone calls, or public outreach outside of the house.
- Weekend on-call
  - A volunteer who is available to be called on to come into the house over the weekend to check in a guest or give a house tour to a new guest.
- Outdoor Work/Gardening
  - A volunteer who offers their time and talent outside of the house doing yard work, raking, shoveling, gardening, and other outdoor work depending on the season.

Volunteers within the 'Other' category should familiarize themselves with the 'Core' information with any specific instruction coming from the Executive Director, or nominated Staff Member where relevant.

Duties for each role are found in the Sarah's Guest House Volunteer Manual.

**A Volunteer is not to provide any medical advice or counseling**

### **203 Intern**

Interns may be engaged from time to time and participate in project work under the direction of the Executive Director. For the purposes of this Handbook Interns are classified as Clerical Volunteers and are subject to the policies set out in this document.

## **300 RULES OF SARAH'S GUEST HOUSE**

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Volunteers are expected to abide by and assist with the compliance by others (including Guests) of the following rules:

- No smoking in or on the property of Sarah's Guest House
- No alcohol is allowed in Sarah's Guest House
- Only guests registered to be at Sarah's Guest House are allowed to be at the house
- Staff or Volunteers are to be notified of concerns - safety, housekeeping, etc..
- Volunteers are asked not to speak to the press without permission from the Executive Director

## HOUSE RECORDS

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### 401 *Confidentiality of House Records*

**Policy Statement** - All Sarah's Guest House, Volunteer, patient, donor, and guest information is to be treated with discretion and confidentiality. A Volunteer is prohibited from discussing, photocopying, duplicating, recording, or otherwise revealing Sarah's Guest House, Volunteer, or guest information that is not generally known to the public in any form to anyone outside the House.

**Confidential House Information** - All records and files maintained by Sarah's Guest House are confidential. This includes, but is not limited to: personnel records and confidential information relating to guests, products, processes, know-how, marketing data, accounting records, pricing information, business plans and strategies, training materials, negotiations and contracts, sales reports, and any other proprietary information.

Confidential information may be in physical form or may be learned through conversations with others regarding Sarah's Guest House or its guests. Information obtained as a result of employment with Sarah's Guest House and from contact with guests is considered proprietary and can only be used in the course of employment with the House.

Confidential information should only be shared with other Volunteers within the House who have a business need to receive such information. Confidential information should not be disclosed to external parties, including guests, family members, and friends, except as authorized by Sarah's Guest House or as required by government regulation.

**House Property** - All confidential information and products developed by a Volunteer, such as, but not limited to, computer programs, designs, or inventions, remain the sole property of Sarah's Guest House.

**Personal Identifying Information** - The House does not publicly post, display, or share a Volunteer's or guest's personal identifying information with the general public nor are Volunteers allowed to divulge such information. For the purpose of this policy, personal identifying information includes, but is not limited to, social security number, home address or telephone number, personal email address, Internet name or password, parent's surname prior to marriage, or drivers' license number.

**Security and Removal of Confidential Information** - A Volunteer is responsible for properly securing and maintaining confidential and proprietary material in the Volunteer's possession. This includes House information stored on flash drives, laptops, and cell phones (e.g., PDAs), as well as home computers that are used to conduct Sarah's Guest House business. A Volunteer should exercise caution when using a cell phone/PDA or laptop for business purposes in public areas to ensure that confidential information cannot be viewed by others or that equipment is not stolen. Unauthorized removal of confidential or proprietary information from House premises is prohibited.

**Confidentiality Breach** - A Volunteer is responsible for reporting any breach of confidentiality in House, Volunteer, or guest information to the Operations & Office Manager or the Executive Director.

**Separation from the House** - The obligation to maintain confidential House information remains in effect after a Volunteer separates from involvement with Sarah's Guest House.

### 405 *Outside Requests for Information*

Any requests for information about any aspects of Sarah's Guest House business must be routed via the Executive Director in all circumstances.

## 500 COMPLIANCE POLICIES

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### 501 *Anti-Harassment and Sexual Harassment*

**Policy Statement** - Sarah's Guest House is committed to maintaining a professional work environment where Volunteers and non-Volunteers are free from any form of harassment, including sexual harassment and harassment based on any of the protected classes or groups listed in the Equal Employment Opportunity policy. The House takes all necessary measures to prevent harassment in the workplace or, in the event it occurs, to stop the conduct immediately.

**Definition of Workplace** - For the purpose of this policy, the workplace includes the house, social functions sponsored by Sarah's Guest House both on and off House premises, business meetings, business-related travel, and/or any location while representing the House.

**Sexual Harassment Definition** - The Equal Employment Opportunity Commission (EEOC) defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature to an individual of the same or opposite gender when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or invitation to volunteer; or
- Submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions or invitation to volunteer (e.g., promotion, termination, pay increase) affecting that individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

**Prohibited Behavior** - Unprofessional, inappropriate, or offensive conduct committed by a supervisor, coworker, vendor, supplier, visitor, guest, or any other non-Volunteer is prohibited, even if the conduct is welcome by the recipient(s). Prohibited conduct includes, but is not limited to:

- Insulting, lewd, or sexually-oriented comments, jokes, slurs, innuendoes, or stories. This includes verbal harassment as well as written, recorded, and electronically transmitted material;
- Demeaning, insulting, or sexually suggestive comments used to describe an individual or the individual's appearance or body;
- Leering, ogling, obscene gestures or sounds, or whistling;
- Unwelcome sexual flirtations, advances, propositions, or demands for sexual favors;
- Unwelcome physical contact, including touching, groping, grabbing, hugging, massaging, fondling, petting, pinching, hitting, pushing, or intentionally rubbing up against a person's body;
- Viewing, displaying, storing, or transmitting sexually-oriented or pornographic pictures, posters, cartoons, or other materials;
- Sending sexually suggestive or obscene letters, gifts, or invitations;



- A supervisor threatening or implying that a subordinate's acceptance or refusal of the supervisor's sexual advances will affect the subordinate's terms or conditions of employment (e.g., promotion, demotion, pay increase, termination).

**Supervisory Responsibility** - A supervisor is responsible for providing a work environment that is free from unsolicited, unwelcome, and intimidating behavior, including behavior of a sexual nature. A supervisor must, therefore, take immediate and appropriate corrective action in the event he or she is a witness to, or becomes aware of any violations of this policy. The supervisor is also responsible for immediately notifying the Executive Director or the HR representative on the BOD of any policy violations.

**Complaint Procedure** - A Volunteer who believes that the actions or words of a Volunteer or non-Volunteer have violated this policy is required to report this behavior to the House immediately. Refer to the *Complaint Procedure and Investigations* policy for information regarding how to file a complaint and the House's investigation procedures.

**Policy Violations** - Any Volunteer who violates this policy will be subject to disciplinary action, up to and including termination. Any non-Volunteer that violates this policy will be subject to remedial action, as determined by management.

## 502 **Complaint Procedure and Investigations**

**Policy Statement** - Sarah's Guest House takes all complaints of discrimination, harassment, sexual harassment, unfair treatment, and retaliation seriously. A comprehensive complaint procedure has been developed to address any concerns or complaints received from Volunteers and non-Volunteers. Details of this procedure are available from the Executive Director.

**Reporting Policy Violations** - A Volunteer who believes that the actions or words of a supervisor, coworker, vendor, supplier, visitor, guest, or any other non-Volunteer has violated the House's Sexual Harassment Policies is required to report the behavior to the Executive Director and/or the HR representative on the BOD immediately.

A Volunteer who is assigned to work before or after normal business hours can file a complaint by calling the Executive Director and/or the HR representative on the BOD via cell phone if these individuals are not working during the Volunteer's shift.

**Investigation of Complaint** - All complaints received are investigated promptly, thoroughly, and in as impartial a manner as possible. An investigation generally involves talking with the parties involved as well as any witnesses. All Volunteers are required to cooperate in an investigation.

**Confidentiality** - A Volunteer's confidentiality will be protected to the greatest extent possible, consistent with conducting a full investigation. However, the House cannot guarantee complete confidentiality.

**Retaliation by the House** - Sarah's Guest House will not retaliate, intimidate, threaten, discriminate, or otherwise take any adverse employment action against a Volunteer who files a complaint, testifies, or assists in any complaint made under this policy or with a court or government agency. In addition, the House will not retaliate against a Volunteer for opposing any practices that are prohibited under any federal or state employment regulation.

**Retaliation by Volunteers** - The House prohibits a Volunteer from intimidating, threatening, or retaliating against a coworker or non-Volunteer for filing a complaint and/or participating in an investigation.

**Policy Violations** - Any Volunteer who violates the House's Equal Employment Opportunity or Sexual

Harassment policy or who retaliates against a coworker or non-Volunteer will be subject to disciplinary action, up to and including termination.

**Remedial Action** - Any vendor, supplier, visitor, guest, or other non-Volunteer who violates this policy will be subject to remedial action, as determined by management.

## 600 PERSONAL CONDUCT

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### 601 *Personal Appearance*

**Policy Statement** - Sarah's Guest House has developed dress and appearance standards for Volunteers to promote a professional image to guests and the public. Each Volunteer is expected to dress appropriately according to the work situation and to practice good grooming and hygiene. Acceptable personal appearance is a requirement of volunteering with Sarah's Guest House.

### 602 *Misrepresentation*

**Policy Statement** - Sarah's Guest House is committed to operating the House honestly, with integrity, and in compliance with government regulations. All Volunteers are expected to share this commitment.

**Reporting Policy Violations** – A Volunteer must report any conduct that he or she reasonably believes violates this policy by notifying the Executive Director immediately.

### 603 *Substance Free Workplace*

**Substance Free Workplace** - It is Sarah's Guest House's goal to provide a drug- and alcohol-free, healthy, and safe workplace. Volunteers are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

**Prohibited Behavior** - A Volunteer is prohibited from possessing, using, selling, purchasing, storing, distributing, or manufacturing alcoholic beverages, illegal drugs, controlled substances, or narcotics on House premises, at work sites, or at any location while representing the House. A Volunteer is also prohibited from having alcoholic beverages, illegal drugs, controlled substances, or narcotics present in the Volunteer's system when reporting to work, during working hours, or at any time while conducting business-related activities. Drug paraphernalia, such as pipes and needles, is prohibited on House premises, at worksites, and in vehicles being used for House business.

Sarah's Guest House prohibits the off-premises abuse of alcohol and controlled substances, as well as the possession, use, or sale of illegal drugs when these activities adversely affect job performance, job safety, and/or the House's reputation in the community.

**Use of Prescription and Over-the-Counter Drugs** - A Volunteer must inform the Executive Director of any prescription or legal, nonprescription (e.g., over-the-counter) drugs that are currently being taken if they could in any way affect or impair the Volunteer's ability to perform the job safely. The legal use of prescribed and over-the-counter drugs is only permitted on the job if it does not impair a Volunteer's ability to perform the job safely and it does not affect the safety or well being of other individuals in the workplace.

A Volunteer should not drive on House business if the Volunteer's ability to drive safely has been impaired by illness, fatigue, injury, prescription medication, illegal drugs, or alcohol.

**Reporting of Problems** - Any observation or knowledge of a Volunteer who is in a condition that impairs the Volunteer's ability to perform job duties, presents a hazard to the safety and welfare of others, or appears to otherwise be in violation of the House's substance-free workplace policy should be reported to the Executive Director immediately.

**Policy Violations** - Violations of this policy may result in disciplinary action, up to and including termination. The possession, use, sale, purchase, distribution, or manufacture of illegal drugs shall also be brought to the attention of the appropriate law enforcement agency.

#### **604 *Driving on House Business***

**Policy Statement** - Volunteers may be required to drive personal vehicles to conduct business on behalf of Sarah's Guest House. Volunteers who drive on House business must operate vehicles in a safe and responsible manner, and in compliance with all applicable motor vehicle and traffic regulations.

**Driver's License** - A Volunteer who drives on House business must possess a valid driver's license free from major infractions at the time of hire and throughout employment. We ask that all driving volunteers provide the office with a copy of your driver's license and when using your car for transportation, a copy of your current insurance card.

**Driving While Impaired** - A Volunteer is prohibited from driving on House business if the Volunteer's ability to drive safely has been impaired by illness, fatigue, injury, prescription medication, illegal drugs, or alcohol.

**Change in Status or Loss of Driver's License** - A Volunteer who drives on House business must immediately notify the Executive Director if a ticket is received while driving a House vehicle or if a conviction is received for any traffic violation (except parking) during working or nonworking hours. The Executive Director must also be notified immediately if the Volunteer's driver's license is suspended, revoked, or canceled, or if the Volunteer becomes disqualified from operating or loses the right to operate a motor vehicle, including a commercial motor vehicle, for any period. A Volunteer is not allowed to drive on House business with a suspended or revoked license. A Volunteer's House driving privileges may be suspended for receiving an excessive number of traffic citations, regardless of whether the citations were received while driving on House business. Volunteer's House driving privileges are suspended and the Volunteer's position requires regular use of a vehicle, the Volunteer may be reassigned to another position, if available, or terminated for inability to perform the duties of the job.

**Traffic Violation** - The Volunteer is responsible for paying the cost of any traffic or parking tickets, moving violations, or fines that result from driving on House business.

**Use of Personal Vehicle for House Business** - A Volunteer who drives a personal vehicle to conduct House business must have auto liability insurance (for both bodily injury and property damage) and proof of a minimum policy for liability coverage of \$100,000 per person/\$300,000 per accident. Proof of such insurance is required when you begin as a driver, and on an annual basis thereafter. If a Volunteer's liability insurance lapses, the Executive Director must be notified immediately.

**House Liability** - Sarah's Guest House does not assume any liability for injury to members of the public caused by the negligence of a Volunteer who is driving a personally owned vehicle in the course of House business. In addition, the House is not responsible for any damage to a Volunteer's personal vehicle or loss or damage to personal property contained within the vehicle.

**Cell Phones** - In accordance with New York State regulation, a Volunteer is not allowed to make or receive calls on a cell phone while driving unless a headset or hands-free device is used. In addition, a Volunteer is prohibited from reading, writing, or sending text messages while driving. Attention to the road should

always  
be a driver's number one priority.

**Accident** - A Volunteer must notify the Executive Director immediately in the event of an accident, theft, or damage involving a personal vehicle being used for House business, regardless of the lack of damage or injuries. A law enforcement officer should be summoned to the scene of an accident involving a Volunteer or vehicle being used for House business and an ambulance should be summoned if anyone appears injured. A copy of the Accident Report should be obtained from the police for submission to the Executive Director.

## 605 **Personal Conduct**

**Policy Statement** - For the benefit and safety of Volunteers, guests, and the House, a Volunteer must comply with Sarah's Guest House's standards of behavior and performance. Conduct that interferes with business operations discredits Sarah's Guest House, or is offensive to coworkers, guests, or the public is not tolerated.

**Volunteer Responsibilities** - Volunteers are expected to conduct themselves in a professional manner and to treat coworkers, guests, vendors, and visitors with courtesy and respect. Appropriate Volunteer conduct includes, but is not limited to:

- Performing all assigned job duties efficiently, to the best of the Volunteer's abilities, and in accordance with established performance standards;
- Being fair, considerate, and honest with supervisors, coworkers, guests, vendors, and members of the public;
- Reporting any suspicious, unethical, potentially violent, or illegal conduct by coworkers or any other persons with whom the Volunteer conducts business on behalf of Sarah's Guest House; and
- Cooperating with any Sarah's Guest House investigation.

**Prohibited Conduct** - A Volunteer may be subject to disciplinary action, up to and including termination for a violation of a policy, procedure, or rule outlined in this Volunteer handbook or otherwise established by the Executive Director. In addition, a Volunteer may be subject to disciplinary action for engaging in any of the following, but not limited to:

- Offensive or unprofessional conduct that is contrary to Sarah's Guest House's best interests;
- Improper performance of job duties or repeated failure to perform assigned duties and responsibilities;
- The use of foul or abusive language, including racial slurs and epithets;
- Any other act or conduct that is deemed unacceptable by the House.

The above list is illustrative only and is not intended to limit Sarah's Guest House's right to impose discipline in other appropriate situations.

## **700 HOUSE PREMISES AND WORK AREAS**

### **701 Sarah's Guest House Property**

**Policy Statement** - The purpose of Sarah's Guest House's property is for the smooth and efficient operations of the House.

**Volunteer Responsibility** - A Volunteer is responsible for any items issued by the House that are in the Volunteer's possession and/or control. All equipment must be used appropriately, handled carefully, and maintained in good condition. In addition, all operating and maintenance instructions must be followed. Supplies should be used efficiently and not wasted in order to save money and resources.

**Prohibited Uses of House Property** - A Volunteer should not deliberately destroy, deface, or misuse House property. The theft or unauthorized removal or possession of House property is prohibited.

**Damage to House Property** - A Volunteer must immediately stop using any damaged, defective, or malfunctioning House property and notify the Executive Director.

**Personal Use of House Property** - A Volunteer may not use or borrow any House property for personal use without the prior approval of the Executive Director. If authorization is granted, a Volunteer may use such property for the Volunteer's own benefit only and not for furtherance of any personal business or monetary gain. Proper use and care must be taken when using House property to ensure it is returned in good working order.

### **702 Personal Belongings**

**Policy Statement** - Sarah's Guest House discourages a Volunteer from bringing valuable, unnecessary, or inappropriate personal property to work. Personal property that is brought onto House premises must be appropriate for a business environment, should not be offensive to others, disrupt work, or pose a safety risk to other Volunteers, guests, or visitors.

**Personal Liability** - Sarah's Guest House is not responsible for the personal belongings of Volunteers. Sarah's Guest House will not repair, replace, or reimburse a Volunteer for any damage to, or loss of, a Volunteer's personal property. This includes personal items in personal vehicles.

**Music** – Radios and CD players are allowed in work areas as long as the volume is kept low and the choice of music is not offensive to others in the House at that time.

### **703 Maintenance of Work Area**

**Policy Statement** - Sarah's Guest House is dedicated to providing a safe, clean, and pleasant work environment for Volunteers, guests, and visitors. Work areas are to be maintained in a clean and orderly fashion. Equipment and supplies should be returned to their proper location after use. Coats and other personal items should be stored in designated locations.

**Food and Beverages** - Volunteers should use caution when taking food and beverages in work areas. Beverages should be in covered containers and any spills or crumbs should be wiped up immediately

**Housekeeping** - Please put items in their proper location after each use, dispose of garbage in the appropriate trash cans, and wash and put away dishes. Office paper, cardboard, newspapers, and other items that can be recycled should be placed in the designated containers.

#### 704 **Smoke-Free Workplace**

**Policy Statement** - In compliance with New York State regulation, Sarah's Guest House maintains a smoke-free work environment. The smoking and chewing of tobacco products are prohibited throughout the entire workplace, including hallways, restrooms, and in the parking lot.

**Smoking Breaks** - Volunteers are not allowed to smoke on Sarah's Guest House property. A volunteer must smoke on the sidewalk or other area away from the house. A Volunteer is not allowed additional or special breaks for smoking purposes.

**Maintenance of Smoking Locations** - Smoking areas should be kept litter-free. Cigarettes and matches should be completely extinguished after use and placed in the appropriate receptacle.

**Policy Violations** – Violations of this policy will result in disciplinary action up to, and including termination.

#### 705. **Charitable Solicitation and Distribution**

**Policy Statement** - A Volunteer may distribute literature and solicit coworkers for charitable causes in non working areas of the House's premises with prior Executive Director approval. A Volunteer is prohibited from soliciting guests and/or visitors at any time while on House premises or while representing the House.

### 800 **SAFETY AND SECURITY**

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#### 801 **Safety Program**

**Policy Statement** - Sarah's Guest House is committed to providing a safe and healthy workplace for Volunteers, guests, and visitors. The objective of the House's safety program is to reduce the number of workplace injuries and illnesses to zero. Accidents can often be prevented through the use of reasonable precautions and the practice of safe working habits.

**Volunteer Suggestions** - Some of the best safety improvements come from Volunteers. Volunteers with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to contact the Executive Director.

**Safety Hazards** - Any suspected safety hazard should be brought to the attention of the Executive Director immediately. Examples of potential safety hazards include, but are not limited to, damaged or broken machinery or equipment, slippery floors, torn carpet, cords in aisles, and boxes located in walkways or blocking exit doors. Reports about workplace safety issues may be made anonymously. A Volunteer will not be retaliated against for making a report.

**Investigations** - The Executive Director conducts an investigation of all job-related injuries, illnesses, and near misses to determine the cause and attempt to prevent a recurrence.

#### 802 **Accidents**

**Accident Procedures** - In the event of a workplace accident, take the following steps:

1. Stop work;
2. Eliminate or isolate the immediate cause of the accident to prevent further injury;
3. Obtain aid for the injured person and summon assistance. If the injury appears serious, dial 9-1-1;
4. Call the Executive Director immediately;
5. Take appropriate steps to prevent any additional accidents; and
6. Complete an *Accident Report* with full details of the accident and submit it to the Executive Director before the end of the current workday. When there is an accident involving a non-Volunteer, notify the Executive Director immediately, no matter how minor the accident or injury may appear and even if no one was hurt.

**First Aid Kit** - A first aid kit is located in the kitchen.

### **803 Building Evacuation**

**Evacuation Procedures** - A Volunteer should be familiar with all exits in the building. In the event of a fire or other emergency that requires the building to be evacuated, the following procedures must be followed:

1. Leave the building by walking rapidly but calmly to the nearest exit door (do not run or push), assisting others along the way;
2. Immediately notify the Executive Director or other designated person if anyone is having trouble leaving the building;
3. Do *not* take time to gather any House property or personal belongings;
4. Once outside, assemble in front of the Church at a safe distance from the building; and
5. Do not re-enter the building until the Executive Director or other designated person gives the authorization to do so.

The Executive Director, or in their absence the Operations & Office Manager, is responsible for the orderly exit of all Volunteers. Once outside, the Executive Director, or the Operations & Office Manager, should account for all department Volunteers.

**Fire Extinguishers** - Fire extinguishers are located throughout the building. Volunteers should be familiar with the location and operation of fire extinguishers. A fire extinguisher should only be used by an individual who has received training in its use and only if the fire is containable (e.g., wastepaper basket, garbage bin). In the event of a containable fire, a coworker should be instructed to dial 9-1-1 simultaneously. Leave the building immediately if the fire does not go out; never attempt to use a second extinguisher or take other measures to try and contain the fire.

### **804 Workplace Violence**

**Policy Statement** - Sarah's Guest House considers the safety of its Volunteers, or any individual on House property to be of paramount importance. Sarah's Guest House has zero-tolerance for any type of workplace violence committed by, or against, a Volunteer. This includes, but is not limited to, threatening, intimidating or inferring violence against any person or property associated with the House.

**Notification of Threatening Behavior** - A Volunteer who is a victim of, witness to, or becomes aware of any potentially dangerous situation, aggressive, bullying, or hostile behavior, or threats or acts of violence, must inform the Executive Director or the Operations & Office Manager immediately. Any suspicious individuals or activity must also be reported. There will be no retaliation for making a statement, report, or assisting in the investigation of a reported claim.

**Investigations** - Sarah's Guest House treats any threat of violence as legitimate and will take immediate appropriate action, including an investigation of the matter and the involvement of the police department.

**Prohibited Conduct** - The following conduct is prohibited, but not limited to, at all times while on House property or at any location while representing Sarah's Guest House:

- Fighting, provoking a fight, or threatening violence;
- Horseplay;
- Hostile behavior that creates a reasonable fear of harm to others or property; and
- Intentionally damaging House or coworker property.

**Firearms and Weapons** – A Volunteer is prohibited from possessing firearms or weapons of any kind while on House premises; in personal vehicles, while conducting business for Sarah's Guest House; or any other location during working hours or while representing the House, regardless of whether the Volunteer is licensed to carry the weapon.

**Policy Violations** - Violations of this policy will result in disciplinary action, up to and including termination and/or legal action.

## 900 COMMUNICATION POLICIES

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### 901 *Volunteer Questions and Concerns*

**Policy Statement** - Open communication between Volunteers and management is essential to a productive and successful work environment. It is Sarah's Guest House's intent to be responsive to Volunteers' questions and concerns.

**Complaint Procedure** - A Volunteer is encouraged to bring any concerns to the attention of the Operations & Office Manager or the Executive Director. Normally, Volunteer issues can be resolved through conversations with the Operations & Office Manager or the Executive Director. In the event that the Executive Director does not resolve the issue to the Volunteer's satisfaction or the concern involves the Executive Director, the Volunteer may contact the Chair of the HR Committee.

**Complaint Procedure for Compliance Policies** - If a Volunteer's complaint involves one of the House's



compliance policies relating to harassment, sexual harassment, and/or discrimination, the Volunteer should follow the complaint procedure outlined in *502 Complaint Procedure and Investigations*.

**Retaliation** - A Volunteer will not be subject to retaliation or any adverse employment action that could affect the Volunteer's job security or potential advancement because of bringing any work-related questions, concerns, or complaints to management's attention. A Volunteer who believes that he or she has been retaliated against for filing a complaint should contact the Executive Director or Chair of the HR Committee immediately.

## **902 Use of Communications Systems**

**Policy Statement** - Sarah's Guest House's communication systems and equipment are an integral part of the House's business, and are provided to Volunteers to aid them in the performance of their job duties and to promote efficient operations.

**Use of Audio and Video Recording Devices** - Due to confidentiality and personal privacy concerns, the use of cameras, PDAs, video cameras, tape recorders, and other audio and video recording devices are restricted in the workplace. Video recording devices and cameras are specifically prohibited in restrooms, restricted access areas, or in any other location where personal privacy is expected.

A Volunteer is not allowed to photograph, audiotape, or videotape any House property, coworker, guest, or anyone affiliated with Sarah's Guest House without prior authorization from the Executive Director. Advance authorization from the individual(s) being photographed or taped is also required.

**Full Communication Systems Policy** – If a Volunteer is required to use any Sarah's Guest House communication equipment they should familiarize themselves with the full policy set out in the Employee Handbook (section 1302)

## **903 Telephone Usage**

**Policy Statement** - Volunteers are asked to limit personal phone calls during working hours. This includes the use of both House telephones and Volunteers' personal cell phones. Long-distance, personal calls should not result in charges to the House.

## **904 Volunteer Suggestions**

**Policy Statement** - Sarah's Guest House values the suggestions and ideas of Volunteers. Giving and receiving feedback is encouraged in order to promote a positive, productive, and cooperative atmosphere. A Volunteer is strongly encouraged to inform the Executive Director or the Operations & Office Manager of any suggestions that may be valuable to the House's productivity and success. All suggestions are carefully reviewed and implemented, if feasible.

## **905 Guest and Media Relations**

**Guest Relations** - Guests should be assisted promptly and treated courteously and professionally at all times. Positive guest service can greatly enhance goodwill, while a negative experience can easily destroy a

valuable guest relationship.

A Volunteer should treat all complaints from guests, vendors, suppliers, or members of the public seriously and professionally. If you are unable to resolve the person's concern to his or her satisfaction or if the person becomes unreasonable or harassing, immediately notify the Executive Director.

**Media Relations** - All requests for information from the media (e.g., television, radio, and newspaper) regarding any aspect of Sarah's Guest House must be referred to the Executive Director.

**Written Documents Released to the Media** - All press releases, publications, articles, and any other written documents for release to the media must be approved in advance by the Executive Director.

## **CLERICAL VOLUNTEERS**

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**SECTION 1000 IS RELEVANT TO CLERICAL VOLUNTEERS ONLY**

## 1000 CLERICAL POLICIES

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### 1001 *Electronic Documents Retention*

**Policy Statement** - Volunteers are expected to properly retain electronic documents that are needed for business purposes and/or to comply with government regulations.

**Potential Litigation** - A Volunteer is responsible for saving any electronic documents that may be needed for legal and/or business reasons. If a Volunteer believes that documents may be relevant to potential litigation or the Volunteer has been notified of pending litigation, all applicable electronic documents must be saved until informed by management that they are no longer needed.

**Retention Period** - The retention period for electronic documents depends on the subject matter and must be looked at on a case-by-case basis.

**Method of Retention** - Emails that are to be retained should be printed and saved in the appropriate file or copied into a Word document. If any electronic documents that are stored on laptops, smartphones, personal digital assistants (PDAs), and/or home computers are to be retained, they should be forwarded to a Volunteer's business email so that they can be saved on the House's network server.

### 1002 *Computers and the Internet*

**Computer Hardware and Software** - All computer software must be licensed and registered to the House. No unauthorized or unlicensed hardware or software may be used or installed on any House-owned computer, laptop, or PDA. A Volunteer may not reproduce, transfer, download, modify, or share licensed or non-licensed software with any coworker, business, guest, or for the Volunteer's personal use.

**User IDs and Passwords** - A Volunteer is responsible for all computer transactions made with the Volunteer's user ID and password. When leaving a workstation for an extended period of time, a Volunteer should log off of the computer.

**Virus Detection** - Files obtained from sources outside of the House, including disks brought from home; files downloaded from the Internet, newsgroups, bulletin boards, or other online services; email attachments; and files provided by guests or vendors may contain dangerous computer viruses that may damage the House's computer network. A Volunteer should not download files from the Internet, accept e-mail attachments from outsiders, or use disks from non-House sources, without first scanning the material with anti-virus software. The Executive Director should be contacted immediately if a Volunteer receives a suspicious email attachment or believes there is a virus on the Volunteer's computer or laptop.

**Professional Messages** - All business email, text, and messages should be written in a professional manner that reflects positively on both the House and the Volunteer.

**Personal Use** - The House's computers and the Internet are generally reserved for business purposes.

Prior supervisory approval is therefore required before using the House's computers, laptops, or the Internet for personal use.

**Inappropriate Websites and Computer Files** - A Volunteer should not intentionally log on to any inappropriate or sexually explicit websites. Sarah's Guest House will delete any inappropriate files or material on House-owned computers without notification to the Volunteer.

**Social Media** – For the purpose of this Volunteer handbook, the term “social media” refers to any Internet-based media where users have the opportunity to write their opinions and share photos or videos.

Examples include, but are not limited to: blogs, YouTube, Facebook, LinkedIn, Twitter, Instagram, TikTok, Snapchat and Wikis.

All Sarah's Guest House policies, including its sexual/anti-harassment, equal employment opportunity (EEO), and confidentiality policies, apply to the use of social media. Post only appropriate and respectful content. A Volunteer is prohibited from disclosing any trade secrets, proprietary information, strategic business plans, or any other private or confidential information about Sarah's Guest House or guests via social media. Respect copyright, fair use, and financial disclosure laws.

If a Volunteer indicates on any social media that he or she is a Sarah's Guest House Volunteer, he or she must clearly state that the views expressed are solely the personal views of the Volunteer and that they do

not represent those of the House, fellow associates, members, guests, suppliers or people working on behalf of Sarah's Guest House. This applies to posts, blogs, and videos occurring on any computer during both working and nonworking time. In addition, the House's logo and trademark should not be added to a Volunteer's personal blog or profile.

A Volunteer must receive prior authorization to develop, post to, or maintain a corporate blog or use social networking sites to conduct Sarah's Guest House business. A Volunteer who has received such authorization may post or blog during working hours for business purposes only.

The following activities are prohibited using social media unless prior authorization has been obtained from the Executive Director:

- Identifying, referencing, or discussing guests or vendors;
- Posting pictures or videos of House property, coworkers, or guests; and
- Posting pictures or videos of House-sponsored events.

Sarah's Guest House respects a Volunteer's right to self-expression, especially when using social media during non working time. However, because guests, coworkers, and the public may have access to Volunteers' posts and videos, Volunteers are expected to use good judgment and to use social media in a responsible manner that does not violate Sarah's Guest House's policies or negatively affect the House's reputation. A Volunteer should not make false statements about the House, coworkers, guests, vendors, or competitors.

**Policy Violations** - Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may be subject to disciplinary action up to, and including termination.

### **1003 Records Disposal**

**Policy Statement** - The security of all confidential House, Volunteer, and guest information is a top priority of Sarah's Guest House. Documents that no longer need to be retained for business or legal purposes are to be disposed of in accordance with government regulations and House policy.

**Disposal of Paper Documents** - Any paper document containing personally identifiable information regarding a Volunteer or guest must be shredded, destroyed, and/or modified to make it unreadable prior to its disposal.

**Disposal of Electronic Documents** - A Volunteer should routinely delete outdated or otherwise unnecessary emails and computer files that no longer need to be retained.

**Definition of Personally Identifiable Information** - Personally identifiable information includes any information regarding an individual which, because of name, number, personal mark, or other identifiers, can be used to identify said person in combination with any one or more of the following: social security number, driver's license number, non-driver identification card number, mother's maiden name, home address or telephone number, personal email address, financial services or banking account number or code, electronic serial number, or personal identification number.

## **HOUSEKEEPING VOLUNTEERS**

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**SECTION 1100 IS RELEVANT TO HOUSEKEEPING VOLUNTEERS  
ONLY**

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## 1100 HOUSEKEEPING POLICIES

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### 1101 *Cleaning Fluids and Chemicals*

Volunteers should only use chemicals for their intended purpose following the manufacturer's instructions.

Under no circumstances should fluids be transferred to a container other than that supplied.

If a chemical is ingested or comes into contact with the skin causing a burn and 9-1-1 is called the packaging must be retained and made available to the paramedics on request.

### 1102 *Clean up of Blood Borne Pathogens*

"Bloodborne Pathogens" means pathogenic microorganisms that are present in human blood and can cause

disease in humans. While Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV) are specifically identified in the standard, the term includes any pathogenic microorganism that is present in human blood or OPIM (other potentially infectious materials) and can infect and cause disease in persons who are exposed to blood containing the pathogen. Pathogenic microorganisms can also cause diseases such as hepatitis C, malaria, syphilis, babesiosis, brucellosis, leptospirosis, arboviral infections, relapsing fever, Creutzfeldt-Jakob disease, adult T-cell leukemia/lymphoma (caused by HTLV-I), HTLV-I associated myelopathy, diseases associated with HTLV-II, and viral hemorrhagic fever.

"Other Potentially Infectious Materials" include: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, all body fluids in situations where it is difficult or impossible to differentiate between body fluids.

- Warn others in the area and **isolate the contaminated area**. (Prevent others from walking through or near the spill.)
- Put on personal protective equipment appropriate for the spill size. (e.g., double set of gloves, safety goggles)
- Remove glass or sharps, if necessary, with tongs or scoop and place in a bucket
- For a wet spill, cover with disinfectant-soaked absorbent towels, wipe, and remove toweling. (This decreases the likelihood of causing a splash.) **Any visible blood or body fluid must be cleaned thoroughly before proceeding to the next step.**
- Apply an appropriate disinfectant to the area.
- Allow adequate contact time. (Approximately 10 minutes to help ensure bloodborne pathogens are killed.)
- Wipe up and clean again with soap and water.
- Properly dispose of clean-up materials into waste bags/containers. Also, place glass, needles, rigid plastic or other sharps into safe containers. No items are allowed to stick out of any container. (e.g., mops, etc.) The containers must be kept closed.
- Remove gloves and place gloves in the re-bagged waste, but put on a new pair of gloves.
- Bring the waste containers to the trash cans located outside.
- Remove gloves. Throw in normal trash (if not contaminated).
- Wash your hands.





# SARAH'S GUEST HOUSE

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## VOLUNTEER HANDBOOK ACKNOWLEDGMENT

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I hereby acknowledge that I have received a copy of Sarah's Guest House's Volunteer handbook, which includes an overview of the policies, procedures, rules, and benefits of the House.

I further acknowledge that I have read or will read the contents of the Volunteer Handbook and I agree to abide by the policies contained therein. I am aware that if I have any questions regarding the contents of the Volunteer handbook I should contact the Executive Director.

I understand that Sarah's Guest House reserves the right to interpret, add, modify, or revoke any provision in the Volunteer handbook with or without cause or notice. I also understand that the Volunteer benefits, policies, procedures, and rules in this Volunteer handbook will remain in effect until notified otherwise by the House. I agree to retain my copy of the Volunteer handbook for future reference and to update it with any policy additions or revisions that the House issues.

I am aware that my copy of the Volunteer handbook, as well as any Sarah's Guest House property in my possession, must be returned to the House upon my separation from employment or when requested by the House.

I understand that I may be subject to reasonable suspicion substance testing as outlined in the Substance-Free Workplace Policy. I am aware that my refusal to consent to such a test or to test positive for alcohol or illegal drugs is a policy violation that will result in disciplinary action, up to and including termination.

Employment at Sarah's Guest House is employment-at-will. Accordingly, this Volunteer handbook is not intended to be a contract of employment, a warranty of benefits, or a limitation on the House's ability to terminate Volunteers.

Failure to sign this Volunteer handbook acknowledgment may result in disciplinary action, up to, and including termination.

Volunteer Name (Please Print)

Volunteer Signature

Date of Signature

Signature of Executive Director

Date of Signature

## SARAH'S GUEST HOUSE PHOTO RELEASE FORM

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I hereby grant Sarah's Guest House permission to use my likeness in a photograph, video, or other digital media ("photo") in any and all of its publications, including web-based publications, without payment or other consideration.

I understand and agree that all photos will become the property of Sarah's Guest House and will not be returned.

I hereby irrevocably authorize Sarah's Guest House to edit, alter, copy, exhibit, publish, or distribute these photos for any lawful purpose. In addition, I waive any right to inspect or approve the finished product wherein my likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photo.

I hereby hold harmless, release, and forever discharge Sarah's Guest House from all claims, demands, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization.

I HAVE READ AND UNDERSTAND THE ABOVE PHOTO RELEASE. I AFFIRM THAT I AM AT LEAST 18 YEARS OF AGE, OR, IF I AM UNDER 18 YEARS OF AGE, I HAVE OBTAINED THE REQUIRED CONSENT OF MY PARENTS/GUARDIANS AS EVIDENCED BY THEIR SIGNATURES BELOW. I ACCEPT:

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**(If under 18, PARENT MUST SIGN)**