

**Note: volunteers must accept these to make a volunteer profile**

**I have read, understand, and accept the following terms & conditions:**

**Registration Agreement:**

In registering as a volunteer for the SECU Family House ("Family House"), I hereby represent and agree as follows:

- I understand that this is a registration for and not a commitment or promise of volunteer opportunity.
- I understand that, if selected, I will have to attend any orientation and training sessions that are required for my volunteer role.
- I certify that all information I provide during the selection process will be true, correct, and complete to the best of my knowledge.
- I understand that information contained on my volunteer profile may be verified by Family House.
- I understand that misrepresentation or omissions may be cause for my immediate rejection as an applicant for a volunteer position with Family House or my termination as a volunteer.
- I understand and support the mission of Family House and agree that any information I receive, directly or indirectly, regarding any guest, will be kept in strict confidence.

**Volunteer Agreement:**

The SECU Family House ("Family House") has a deep appreciation of volunteer services and wants to do the very best it can to make the volunteer experience a productive and rewarding one. Family House is committed to:

1. Providing a supportive and friendly working environment;
2. Providing a detailed service description, orientation, training, and assistance so that volunteers feel confident in their position;
3. Providing necessary supervision and review;
4. Respecting the skills, dignity, and individual needs of the volunteer;
5. Providing a system for suggestions and be receptive to any comments from the volunteer regarding ways in which we might better accomplish our mission;
6. Accommodating volunteer's reasonable scheduling requests; and
7. Doing all that we can to support the personal fulfillment of the volunteer.

In consideration for the opportunity to serve as volunteer at Family House, I hereby represent and agree as follows:

1. I will make guests feel welcome and at home.
2. I will be reliable and punctual, and I will notify Family House in advance if I am unable to fulfill my volunteer commitment.
3. I will dress neatly and respectfully.
4. I will maintain guest, volunteer and staff confidentiality at all times and in all settings including social networking sites.
5. I will treat each family, volunteer, and staff member with dignity and fairness.
6. I will respect individuals' diverse religious beliefs and will not engage in religious worship or group prayer unless given direct permission by guests.
7. I understand that there will be no monetary compensation, services, or assistance for any volunteer work assignment.
8. I will defer to staff members to accept guest payments/donations.
9. I will refrain from using alcohol or any non-prescription drugs prior to and during my shift.
10. I will represent Family House in a positive manner at all times.
11. I will refrain from personal cell phone use at the Welcome Desk.
12. I will refrain from removing any property of Family House without consent of the Director of House Operations or Director of Community Relations.
13. I will not engage in sexual or discriminatory harassment (unwelcome comments, gestures or any physical contact with guests, volunteers, or staff).
14. I will immediately report any accident or injury (to myself or a guest) immediately to the Director of House Operations.
15. I will speak with the Volunteer and Community Relations Coordinator if I have any concerns about my volunteer experience or new ideas for the program.

**Media Release:**

I authorize Family House to photograph me as a volunteer and to post my photograph and/or written comments I provide to Family House on Family House's website, newsletter, or other written or electronic media, without compensation, for the purpose of promoting Family House.

**Release of Liability**

In further consideration for the opportunity to serve as volunteer at Family House, I hereby represent and agree as follows:

1. I am performing volunteer services of my own free will, without promise, expectation, or receipt of compensation. I understand that I am not employee or agent of the Family House for any purpose and that my services are not controlled nor mandated by the Family House.
2. If I am under the age of 18, I understand that I may only participate in volunteer service with the express written consent of a parent or guardian.
3. I understand that participation as a volunteer may involve periods of sitting, standing, bending, walking, lifting, and/or moving up to 40 lbs and will require the exercise of reasonable care to avoid injury. If I participate in these activities, I do so voluntarily with knowledge of the hazards and potential dangers involved, and agree to accept any and all risks of personal injury and property damage.
4. I understand that injuries or losses to others, such as fellow volunteers, employees or the person(s) being helped, may occur as a result of my negligent or intentional acts during volunteer service, and that to avoid such harm, I must exercise care and act responsibly in serving others.
5. I understand that the Family House is not providing me with insurance coverage for any injuries, conditions, or losses that I may suffer arising out of volunteer activities.
6. I understand that since volunteers are NOT Family House employees, Family House does not provide worker's compensation coverage for injuries or illnesses arising out of volunteer activities.
7. I understand that I am responsible for my own primary medical insurance to cover potential medical and other costs related to volunteer services. I also understand that I am encouraged to personally maintain property and life insurance coverage while serving as a volunteer.
8. I AGREE TO ASSUME AND TAKE ON ALL OF THE RISKS DESCRIBED ABOVE AND ALL RISKS IN ANY WAY ASSOCIATED WITH VOLUNTEER ACTIVITIES AT FAMILY HOUSE.
9. To the maximum extent permitted by law, I HEREBY RELEASE FAMILY HOUSE, ITS OFFICERS, EMPLOYEES, AND AGENTS FROM ALL LIABILITIES, CAUSES OF ACTION, CLAIMS AND DEMANDS THAT MAY ARISE IN ANY WAY FROM ANY INJURY, ILLNESS, DISABILITY, DEATH, LOSS, EMOTIONAL DISTRESS OR HARM TO ME OR MY PROPERTY WHATSOEVER IN ANY MANNER ARISING OUT OF MY VOLUNTEER ACTIVITIES AT FAMILY HOUSE.
10. To the maximum extent permitted by law, I AGREE TO INDEMNIFY, DEFEND AND HOLD FAMILY HOUSE, ITS EMPLOYEES, AGENTS AND CONTRACTORS HARMLESS FROM AND AGAINST ANY AND ALL CLAIMS, DEMANDS, CAUSES OF ACTION, DAMAGES, LOSSES, EXPENSES, AND ATTORNEYS' FEES WHATSOEVER IN ANY WAY ARISING OUT OF MY VOLUNTEER ACTIVITIES AT FAMILY HOUSE.

**Confidentiality Policy:**

It is the policy of Hospital Hospitality House of Winston-Salem, which does business as SECU Family House ("SECU Family House"), that any person affiliated with SECU Family House

(including, without limitation, directors, officers, employees, and volunteers) having access to confidential information (as defined below) belonging to or obtained through their affiliation with SECU Family House may not disclose, divulge, or make accessible such confidential information to any person, including relatives, friends, and business and professional associates, other than to persons who have a legitimate need for such information and to whom SECU Family House has authorized disclosure. Any such person with access to SECU Family House confidential information (hereafter referred to as a "Recipient") may use confidential information only for the purpose of performing his or her respective duties for SECU Family House .

For the purposes of this Confidentiality Policy, "confidential information" is deemed to include any information pertaining to SECU Family House that: (a) is obtained by virtue of one's affiliation with SECU Family House; and (b) is not generally available to persons other than persons subject to this Confidentiality Policy. "Confidential information" includes, but is not limited to, information pertaining to the following matters:

1. personnel issues and decisions (including, but not limited to, information about hiring, promotions, demotions, terminations, personnel controversies, compensation, payroll data, and performance evaluations);
2. matters discussed in executive session;
3. staff, board, and committee deliberations;
4. certain business information (including, but not limited to, financial information, fundraising information, marketing information, budget information, bid proposals, contract negotiations, and donor information);
5. internal organizational matters;
6. research and development ideas;
7. information about guests at SECU Family House who are patients in a local hospital and their family members and caregivers;
8. legal advice, opinions, and documents; and
9. any other matters designated by the Executive Director, the Chair, the Executive Committee, or the Board of Directors as confidential.

This policy is not intended to prevent disclosure of confidential information in judicial, arbitration or administrative proceedings to the minimum extent that one is legally compelled to disclose such information, provided that the disclosing Recipient has notified the Chair of SECU Family House prior to disclosure, and provided further that the disclosing Recipient has sought and afforded SECU Family House sufficient opportunity to seek an appropriate protective order and to obtain assurances satisfactory to SECU Family House of confidential treatment for the information required to be so disclosed.

Recipients must exercise good judgment and care at all times to avoid unauthorized or improper disclosures of confidential information. Conversations in public places, such as restaurants, elevators, and airplanes, should be limited to matters that do not pertain to confidential information. In addition, Recipients should be sensitive to the risk of inadvertent disclosure and should for example, refrain from leaving confidential information on desks or otherwise in plain view and refrain from the use of speakerphones to discuss confidential information if the conversation could be heard by unauthorized persons. Any Recipient being contacted by any media representative regarding SECU Family House must, unless specifically authorized, decline to comment and must refer such media representative to the Executive Director or Chair of SECU Family House.

At the conclusion of a Recipient's affiliation with SECU Family House , he or she shall return, at the request of SECU Family House, all documents, papers, and other materials, regardless of medium, that may contain or be derived from confidential information in his or her possession.