

# Hood River Warming Shelter Volunteer Application

Thank you for your interest in extending a generous hand and compassionate heart for those who are homeless in our community. The Hood River Warming Center Coalition consists of community members representing service providers, religious congregations, nonprofits, and local government who aim to mobilize individuals for action when the cold weather arrives this winter. Please mail or e-mail the completed form to the Volunteer Coordinator at your earliest convenience.

## PLEASE PRINT

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Address/City/State/Zip \_\_\_\_\_

Business/Group Affiliation \_\_\_\_\_

Phone (D) \_\_\_\_\_ Phone (E) \_\_\_\_\_ Cell \_\_\_\_\_

Email #1 \_\_\_\_\_ Email #2 \_\_\_\_\_

Are you certified in Basic First Aid/CPR? \_\_\_\_\_ YES NO \_\_\_\_\_

Are you 18 years of age or older? \_\_\_\_\_ YES NO \_\_\_\_\_

Do you have a current (past 2 yrs.) background check on file with the city or county of Hood River , Hood River County School District or Providence Hospital? \_\_\_\_\_ YES NO \_\_\_\_\_

If "YES", Where? \_\_\_\_\_

I attended volunteer orientation training: (DATE) \_\_\_\_\_

Please list any skills or volunteer/professional experience relevant to working with people (not a prerequisite)?

Please indicate the shift(s) you will most likely be available to work: (some sites may require combined shifts)

- **SHIFT ONE:**            **5:00 AM – 7:30 AM** (Wake-up, checkout, and cleanup) \_\_\_\_\_
- **SHIFT TWO:**            **5:45 PM – 10:15 PM** (Site set-up, in-take, and service) \_\_\_\_\_
- **SHIFT THREE:**        **10:15 PM – 5:15 AM** (Evening and bed-down prep, overnight watch  
\_\_\_\_\_
- **I am flexible...** \_\_\_\_\_
- **I am willing to be "on call" for:**  **Shift One:**     **5:00 AM – 7:30 AM**  
 **Shift Two:**     **5:45 PM – 10:15 PM**  
 **Shift Three** **10:15 PM – 5:15 AM**

*By signing below I acknowledge that I have received, read, and agree to abide by Hood River Warming Shelter's 1) Expectations and Boundaries 2) Confidentiality Policy and Waiver agreement 3) Sexual Harassment Policy*

\_\_\_\_\_  
Volunteer Signature (First & Last)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer Name (Printed)

***Mail your completed application to HRWS, PO Box 656, Hood River, OR 97031***

*If you have a current background on file with an approved agency (indicated on page 1), you DO NOT need to fill out this page. Each background check HRWS runs cost us \$10. If you are willing and able to donate that amount back to us it would greatly help our bottom line. Thanks!*

## **BACKGROUND CHECK AGREEMENT**

I certify that all answers and information submitted by me are true and complete to the best of my knowledge. I authorize you to make such investigation and inquiries of my personal, employment, educational, military, financial, medical, criminal histories and other related matters as maybe necessary in arriving at an employment decision. I hereby release employers, schools, and other persons from liability in responding to inquires in connection with my application.

In the event that my application as a volunteer is accepted, I understand that false or misleading information given in my application or interview(s) may result in discharge.

Notice: A photocopy or fax of this release may be accepted as an original.

Applicant Signature: \_\_\_\_\_

Applicant Full Name: \_\_\_\_\_  
(Please Print – Last – First – Middle)

Residence Address: \_\_\_\_\_  
(Street – City – State – Zip)

Other Names Used:

\_\_\_\_\_  
\_\_\_\_\_

Mailing Address (If Different):

\_\_\_\_\_  
Date of Birth

\_\_\_\_\_  
Social Security Number

***NOTE: This information will be used only for determining volunteer eligibility, will be kept confidential and cross-shredded as soon as the background check is completed.***

## **VOLUNTEER EXPECTATIONS & BOUNDARIES**

Volunteers are the lifeblood of the HRWS program. Because of many generous volunteers from several faith-based and community organizations, the HRWS program will be able to offer help to the homeless, year after year. With a desire to serve those without homes in our community to the best of our ability, the HRWS program has developed these expectations for all of our volunteers. All HRWS program leadership and volunteers will conduct themselves in a friendly, but professional manner when interacting with guests.

Volunteers should be aware that the perception of favoritism is detrimental to the HRWS guests and to the community. All guests should be treated equally and with respect by volunteers. It is imperative that all volunteers and staff have clear boundaries when working with the guests. When volunteers interact with guests and with HRWS staff, it is expected that respect be given and received on all sides. Conversations initiated by the staff and volunteers should be about appropriate, healthy topics that are never of a sexual nature. Conversations that become unhealthy should be re-directed.

### **Volunteers should NEVER:**

- Give or loan guests money or personal items.
- Take guests home.
- Provide or offer to provide transportation.
- Give special gifts that are not given to all other guests.
- Give, receive or exchange personal phone numbers with a guest.
- Enter a relationship with a HRWS guest where money or services are exchanged as a result of a connection with the HRWS program.

These gestures may seem like a “nice” thing to do, but please consider that these behaviors pose a serious violation of necessary boundaries and put both volunteers and guests in comprising and sometimes dangerous situations. For example: Guests may begin to feel obligated to go home with someone who has been nice to them even if they do not really want to. These situations can escalate and become dangerous for the guests, the volunteers, the staff, the building and the continuation of the program. Please remember this is for your safety and the safety of our guests.

### **Questions to Consider in Examining Potential Boundary Issues:**

In each case, boundary issues may pose dilemmas for the volunteer and there may be no clear or obvious answer. In determining how to proceed, consideration of the following questions may be helpful.

- Is this in the guest’s best interest?
- Whose needs are being served?
- Will this have an impact on the service being offered?
- Should I make a note of my concerns or consult with a case manager?
- How would this be viewed by the guest’s family or significant other?
- How would I feel telling a colleague about this?
- Am I treating this guest differently?
- Does this guest mean something ‘special’ to me?
- Am I comfortable in documenting this decision/behavior in the HRWS site log or in a note to the site manager and Volunteer Coordinator?
- Does this violate the volunteer expectations?

If you are concerned about whether or not a behavior is within the boundaries of your role as

a HRWC leader or volunteer, please contact the HRWC Volunteer or Program Coordinator.

### **Physical Contact**

There are a variety of ways of using touch to communicate nurturing, understanding and support such as a pat on the back or shoulder, a hug or a handshake. Such touch can however, also be interpreted as sexual or inappropriate which necessitates careful and sound judgment. Volunteers must be cautious and respectful when any physical contact is involved, recognizing the diversity of cultural norms with respect to touching, and aware that such behavior may be misinterpreted. Please ask permission before hugging or moving into the personal space of a guest.

### **Volunteering as a Former Recipient of Services**

The HRWC program welcomes those who formerly stayed as guests in the HRWS program to serve as volunteers. However it is the policy of the HRWS program that our volunteers be out of shelter and have not accessed services for at least one year before they can serve as a HRWS volunteer. Any exceptions to this guideline should be approved by the HRWS Volunteer or Administrative Chair We will certainly consider making exceptions where the interested volunteer can be partnered with an existing volunteer during their time of service with the HRWS program.

### **Discrimination**

Guests with documented physical and/or mental health disabilities are not to be discriminated against. Please remember that they may have restrictions placed on them by their doctor. All staff and volunteers need to be sensitive and understanding about our guests' restrictions and needs. In addition, volunteers must respect confidentiality between Hood River Warming Shelter staff and guests in these situations. HRWS staff cannot violate this trust by sharing information about guests to volunteers and other guests. Guests should not be discriminated against based on sexual orientation, race or religion.

Discrimination practices and/or inappropriate behavior by staff and volunteers include but are not limited to;

- Showing favoritism towards guests
- Treating others differently due to sexual orientation, religious beliefs or preferences
- Treating others differently due to age, race or gender

Volunteers are discouraged from discussing their own sexual orientation or religious belief with guests in a manner that could be interpreted as threatening or disrespectful to the guest.

## Sexual Harassment Policy

***Policy: Sexual harassment between volunteers, staff and guests is NOT permitted in the shelter or in activities related to the shelter. If a guest, volunteer or staff person is found in violation of this policy, they will no longer be welcome at the shelter.***

### 1. What is sexual harassment?

Sexual harassment is unwelcome behavior that happens to you because of your sex. Some types of behavior that can be considered sexual harassment are:

- Unwelcome sexual advances
- Request for sexual favors, or
- Verbal or physical conduct of a sexual nature

Sexual harassment in the shelter can be against the law when:

- Submitting to or rejecting this conduct is used as the basis for being allowed to work, volunteer or stay as a guest in the shelter. This is also sometimes called "quid pro quo" harassment.
- The conduct is sufficiently severe or pervasive that it creates an intimidating, hostile, or offensive work environment. This is called hostile environment harassment.

### 2. What is sexual violence in the shelter?

Sexual violence is divided into three categories:

- (1) use of physical force to compel a person to engage in a sexual act against his or her will, whether or not the act is completed;
- (2) attempted or completed sex act involving a person who is unable to understand the nature or condition of the act, to decline participate, or to communicate unwillingness to engage in the sexual act, e.g., because of illness, disability, or the influence of alcohol or other drugs, or because of intimidation or pressure; and
- (3) abusive contact.

### 3. What types of conduct are considered sexual harassment?

Many different kinds of conduct that are of a sexual nature may be sexual harassment, **if** the behavior is unwelcome and if it is severe or pervasive. However, courts have resisted adopting what they consider a workplace "code of conduct" or list of behavior that is automatically considered to be sexual harassment. As a result, if the conduct is not unwelcome or not severe or pervasive, courts will not necessarily consider each type of conduct listed below to be sexual harassment.

#### **Some examples of conduct that may be sexual harassment:**

- **Verbal or written conduct:**  
Comments about clothing, personal behavior, or your body; sexual or sex-based jokes; requesting sexual favors or repeatedly asking you out; sexual innuendoes; telling rumors about your personal or sexual life; threatening you
- **Physical conduct:**  
Rape or assault; impeding or blocking your movement; inappropriate touching of your body or clothing; kissing, hugging, patting, stroking

- **Nonverbal conduct:**  
Looking up and down your body; derogatory gestures or facial expressions of a sexual nature; following or stalking you
- **Visual displays:**  
Posters, drawings, pictures, screensavers or e-mails of a sexual nature

#### **4. I think I'm being sexually harassed at the shelter. What should I do?**

When dealing with sexual harassment, there is no one best thing to do, because every situation is different. However, there are two important things to remember, as they affect your ability to pursue legal action should you decide to in the future.

- **Say no.** One legal requirement for sexual harassment is that the conduct be "unwelcome." Make sure the harasser knows that you consider his or her conduct to be unwelcome. Tell the person that his or her behavior offends you. Firmly refuse all invitations for dates or other personal inaction outside of the shelter. Don't engage in sexual banter or flirt back in response, or otherwise send mixed signals. Direct communication, whether verbal or in writing, is better than ignoring the behavior and hoping it will go away.
- **Report harassment to the shelter Hosts, Volunteer Coordinator, Guest Services Coordinator or Chair.** It is very important that you report the harassment. Tell a shelter Host, Volunteer Coordinator, Guest Services Coordinator or Chair; all of these persons have the power to stop the harassment. It is best to notify them in writing, and to keep a copy of any written complaint you make. Describe the problem and how you want it fixed. This creates a written record of when you complained and what happened in response to it. While you may not think complaining will do any good, the shelter staff may later claim it would have stopped the harassment if it had known about it, so reporting the conduct is very important to show that the staff was aware of the harassment.

Other strategies you may also want to try at this point:

- **Write it down.** As soon as you experience the harassment, start writing down exactly what happened. Be as specific as possible: write down dates, places, times, and possible witnesses to what happened. If possible, ask other volunteers to also write down what they saw or heard, especially if the same thing is happening to them too. Others may read this written record at some point, so be as accurate and objective as possible.
- **Talk to others.** If you can do so safely, talk to other people at the shelter about the harassment. You may find witnesses, allies, or others that have been harassed by the same person or who would be willing to help support you. Tell supportive friends, family members, and colleagues about the abuse. Telling others about the harassment not only can give you much needed support, but it can also be important evidence later.

#### **5. I am being harassed by someone of the same sex. Is this sexual harassment?**

It can be. It is possible for males to sexually harass other males, and females can sexually harass other females. The key question the law asks is whether the conduct itself would have occurred if the victim had been of a different sex: is a male harasser harassing a male employee in a way that he would not harass a female—or is a female harasser harassing a female employee in a way that she would not harass a male employee?

The sexual orientation of either the harasser or victim is not the only relevant factor to this analysis, as harassing conduct does not have to be motivated by sexual desire. It can also be demonstrated through the harasser's

general hostility to one sex, or evidence showing that the alleged harasser in fact targeted only one sex.

#### **6. Can men bring a sexual harassment claim?**

Yes. Although the more common and familiar sexual harassment scenario is a female employee targeted by a male harasser, men can be sexually harassed by someone of either sex. If the harassment meets the legal standards described above (either equals a tangible employment action or is severe and pervasive), then a man can bring a legal claim.

#### **7. My coworker doesn't like working with men, and is constantly making derogatory comments about me, since I'm the only man in the department. Is that sexual harassment?**

Gender-based harassment can also be against the law, even if the conduct is not sexual in nature or not motivated by sexual desire. The conduct can still be considered unlawful harassment if it singles you out because of your gender. If the conduct you describe is severe and pervasive enough to create a hostile environment for you, then it would be against the law. Similarly, harassment on the basis of race, color, religion, national origin, age, or disability can also violate the federal laws which make it illegal to discriminate on those grounds.

#### **8. One of my coworkers occasionally tells a sexually explicit joke. I've asked him to stop but he just tells me to "loosen up a little." Is this sexual harassment?**

The answer would likely depend on how explicit the jokes tend to be (some jokes are obviously more sexually graphic than others, which would affect a determination of the conduct's severity), or how frequent the jokes are told (which would affect pervasiveness). Simple teasing, offhand comments, or isolated incidents that are not extremely serious are not against the law, even if the comments are unwanted and/or offend someone.

If you have told your coworker that you find it offensive, and the situation continues, you may wish to discuss it with a shelter Host, the Volunteer Coordinator, the Guest Services Coordinator or Chair to determine whether others are also offended by the jokes, or whether your company has a policy that would be violated by this behavior. Perhaps a solution can be reached that does not involve filing a formal complaint or lawsuit.

#### **9. A guest, a volunteer or staff person keeps brushing against me "accidentally" and giving me suggestive looks. I don't want to bring a lawsuit—I just want it to stop. What do I do?**

Since one of the legal requirements for sexual harassment is that the conduct be "unwelcome," make sure this person knows that you consider his or her conduct to be unwelcome. Tell the person that his or her behavior offends you. Firmly refuse all invitations for dates or other personal interaction outside of work. Don't engage in sexual banter or flirt back in response. Direct communication, whether verbal or in writing, is better than ignoring the behavior and hoping it will go away, so if you do not feel comfortable talking to this person, you may wish to prepare a letter to ensure that he or she knows exactly how you feel.

If that doesn't work, you may want to tell shelter Host, the Volunteer Coordinator, the Guest Services Coordinator or Chair who have the power to stop the harassment. This does not require you to file a lawsuit or hire an attorney, and may be sufficient to resolve the problem without further legal action.

#### **10. One of the guests/volunteers/staff persons is single and I think she might be interested in me. I am a volunteer/staff person. Can I ask her out on a date, or is that against the law?**

Here are some of the considerations you should keep in mind:

- **anti-nepotism or dating policies:** The shelter doesn't have a policy forbidding you to date another volunteer or staff person, but we do ask that you notify the Chair before dating another volunteer or staff

person so that we know that the relationship is voluntary and consensual. **Volunteers/staff persons are not permitted to date shelter guests during the shelter season.**

- **authority over employee:** Even if you are not supervising the volunteer/staff person you hope to date, do you have any power over the conditions of his/her service to the shelter? Does she/he reasonably believe you have authority over her in some way? This could affect whether she/he feels free to accept or reject your request for a date.
- **advancement:** If either of you are promoted, will that put him/her in your direct chain of command? If so, both of you should consider what that means. Will one of you be willing to change jobs or forgo advancement in the shelter?
- **breakup:** If you do date successfully for a while, but later break up, what happens then? Will both of you be willing and able to interact normally in the shelter and face the pain potentially caused by seeing each other every day? Many harassment claims (whether legitimate or not) arise after a workplace relationship ends badly, either because one party persists in what is now considered unwelcome harassment after previously consensual conduct, or because one of the parties seeks revenge against the other.

**11. A staff member, volunteer or guest yells obscenities at everyone, male or female. Some of the obscenities are very sexually graphic. Is this sexual harassment?**

While this is not sexual harassment by the court's standards, the steering committee does not want this kind of conduct occurring in the shelter because of its effect on morale, feelings of safety and in maintaining a welcoming atmosphere, so you should consider reporting the conduct to a shelter Host, the Volunteer Coordinator, the Guest Services Coordinator or Chair.

**12. I am gay, and one of the volunteers/staff persons/guests is constantly making graphic sexual remarks to me because of my sexual orientation. Is this sexual harassment?**

It depends. Do the comments relate to the above definition of sexual harassment, or are they discriminatory in nature? Either way, these kinds of remarks are not permitted in the shelter.

If you have been subjected to these types of comments, you may wish to consult with the shelter Host, the Volunteer Coordinator, the Guest Services Coordinator or Chair.

**13. How can I complain to the shelter staff (Host, Volunteer Coordinator, Guest Services Coordinator or Chair) about inappropriate conduct which I consider to be sexual harassment?**

If you have made it clear to the other volunteer, shelter staff or guest that he or she is engaging in conduct that you consider unwelcome, and the conduct does not stop, the next step is to report this conduct to the appropriate shelter staff. Going through internal complaint procedures may be difficult or uncomfortable, and may not be enough to stop the harassment, but if you unreasonably fail to use any preventive or corrective opportunities the steering committee provides, the shelter may be able to avoid legal liability for the harassment, depending on the circumstances.

The next step is for the Chair to promptly investigate your claim. You should fully cooperate with any investigation, as your failure to do so could negatively affect any legal claim you may have. It is illegal for the shelter staff to retaliate against guests/volunteers/staff for bringing or participating in complaints, but it does happen, so be sure that you also keep track of and report any incidences of retaliation.

The Chair will need to know all the details of what you consider to be harassment, including information such as the names of any potential witnesses or other victims of the same harasser, specific descriptions of the offensive conduct, a chronology of when specific events happened and any reasons, if applicable, why you

delayed reporting the harassment. Discussing this information with the Chair may be very embarrassing or difficult, but it is very important that you disclose all details of the harassment to them. Otherwise, your integrity may be questioned later for failing to disclose relevant information, or the steering committee could conclude that the problem is not severe or pervasive enough to warrant any corrective action.

You should also expect the Chair (in conjunction with the Volunteer Coordinator and Guest Services Coordinator) to take remedial action if it determines that sexual harassment or some other inappropriate behavior did occur, to deter the conduct from happening again. Disciplinary actions might include oral or written warnings, suspension, or discharge. However, just because the Chair (in conjunction with the Volunteer Coordinator and Guest Services Coordinator) disciplines the harasser, it does not necessarily mean that the conduct is severe enough to legally qualify as sexual harassment. Also, if this is the first time that the Chair (in conjunction with the Volunteer Coordinator and Guest Services Coordinator) was made aware of the actions of the guest/volunteer/staff person, it may not be legally liable for a sexual harassment claim if the actions the steering took were successful in stopping the harassment and deterring future harassment.

## **Confidentiality Policy & Waiver Agreement**

Please remember that we are bound by the trust people place in us to keep their conversations confidential. Small bits of information shared with someone outside the program (i.e. spouse, best friend, roommate, church members, etc.) may seem harmless to you, but may identify a person or issue you have been entrusted with. Persons who violate this trust will not be permitted to continue volunteering.

All discussions that take place within the scope of your involvement with the guests and the program will remain confidential. If you have a question concerning this policy, contact a staff member of HRWS.

### **The purpose of these policies is:**

- 1 To protect the identity of guests and treat each one with the care and dignity we would want for ourselves.
- 2 To provide protection and safety for our HRWS staff and volunteers.
- 1 To nurture the commitment of trust among ourselves.
- 2 To continue the trust and confidence in the HRWS program.

### **I Affirm That:**

I shall respect the privacy of our guests and hold in confidence all information obtained in the course of volunteering. Therefore, I will not disclose guest confidences to anyone except:

- 1 as mandated by law.
- 2 to prevent clear and immediate danger to a person or persons
- 3 if there has been a “release of information” signed by the guest in the course of my work with HRWS staff, with the aim of helping the guest.

I shall possess a professional attitude, which upholds confidentiality towards guests, co-workers, and any sensitive situations arising in the program. I, upon the conclusion of volunteer work, shall maintain guest and co-worker confidentiality and I shall hold as confidential information about sensitive situations within our program. This Confidentiality Policy applies during and after my participation with the HRWS program.

### **I Affirm That:**

I am applying to perform certain volunteer services related to the Hood River Warming Shelter (HRWS) Program. I acknowledge that my participation is completely voluntary on my part. In consideration of my being allowed to participate in this volunteer community service event; I, the undersigned, for myself, my heirs, and assigns hereby release and discharge Hood River Warming Shelter, and the Host Site, its affiliates, associates, and any participating organizations, for any claims for damages or injury I may incur resulting from my participation in this volunteer community service event. I understand that my indirect or direct participation with the HRWS program may involve risk of injury and/or illness.

## **Hood River County Background Checks**

All volunteers or paid staff working at the Hood River Warming Shelter (HRWS) are required to have completed a background check with verification from your church/work/agency supplied to the Volunteer Coordinator. Refusal to provide the necessary information may result in denial of a volunteers acceptance into the Volunteer Program.

Your eligibility to work at the HRWS will be determined by the Volunteer Coordinator after verification/completion of the background check and review of your application. Thank you for your cooperation.