

# Volunteer Handbook & Code of Conduct

Heart to Heart International



## Connecting you to a world in need.

Greetings,

Welcome to Heart to Heart International (HHI)! We are delighted to have you on board as a valued volunteer. At HHI, we firmly believe that volunteers are not just a part of our mission, but they are the very essence of it. Your decision to join us in this journey of service is truly commendable, and we hope that your experience with us will be transformative and fulfilling.

By dedicating your time and energy, whether it's providing medical care in the midst of a disaster, assembling hygiene kits, or answering phone calls, you are making an invaluable contribution to the improvement of global health. Your efforts will have a lasting impact on the lives of individuals and communities in need.

As a member of our team, we want you to feel fully equipped and supported in your volunteer role. To help you get started, we have prepared a Volunteer Handbook and Code of Conduct that encompasses important information and guidelines for your engagement with HHI. We encourage you to read it carefully, refer to it whenever necessary, and don't hesitate to ask questions if anything is unclear.

We are incredibly grateful that you have chosen to serve alongside us. Your dedication and compassion will help us bring hope and healing to those who need it most.

With heartfelt appreciation,

AnnMarie Thomas  
Director, Volunteer Engagement





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## MISSION, VISION, VALUES

Heart to Heart International seeks to improve healthcare access in the U.S. and around the world by ensuring quality care is provided equitably in medically under-resourced communities and in disaster situations.

### OUR VISION

We imagine a world in which every person has access to a healthy life and every community has the capacity to make that access a reality. We believe that sustained access to health sets the foundation for individual and community development. In everything we do, we work to broaden access to healthcare services and build capacity for health. It's a lofty vision, but we take a step closer to it every day through support from people like you. Invest in our efforts to create a healthier world today.

### OUR VALUES

#### **Passion:**

We are passionate about creating a healthier world. We vigorously mobilize as many volunteers, partners and donors as possible to make healthcare more accessible for all people. We will work relentlessly until everyone has access to a healthy life.

#### **Inclusion:**

Equity in healthcare is dependent on creating space for a diverse set of voices to engage in this work. We strive to bring together a broad array of people, especially those who might otherwise be excluded.

#### **Sustainability:**

Success is found in empowering communities to develop and maintain self-sufficient healthcare systems. We focus on helping communities move from the point of survival to the path of sustainability.

#### **Partnerships:**

We know that we are stronger, more efficient and more effective when we work with others locally and globally to deliver on our vision of a healthier world. We leverage partnerships for greater results.

#### **Enterprising:**

We are at our best when the need is at its greatest. We overcome challenges and obstacles by mobilizing our global network to find innovative solutions and efficiently deliver humanitarian services to a world in need. We make things happen.

## PARTNERSHIP AGREEMENT

### HHI WILL PROVIDE

- The opportunity to be an integral part of HHI's team
- Orientation and training for your specific role or task
- Supervision and recognition for your investment
- Growth and development opportunities

### VOLUNTEERS ARE EXPECTED TO

- Fully support the mission of HHI
- Be respectful and dependable in carrying out tasks and working alongside other members of the team or community
- Provide feedback to further improve the work of HHI
- Follow all HHI policies and procedures as outlined in this handbook and as guided by Team Lead

## KEY CONTACTS FOR VOLUNTEERS

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## VOLUNTEER INVOLVEMENT

### CLASSIFICATION

**Active Volunteers:** Individuals who have successfully completed the vetting process and orientation will be considered "active" and receive volunteer benefits. Hep B, COVID, and Tetanus vaccinations are required for client and patient facing roles. Volunteers with 12 months of inactivity, excluding the DRT roster, will be made inactive and may need to complete updated paperwork or background checks to reactivate.

**Disaster Response Volunteers:** Individuals can be active on the primary or reserve roster. These volunteers are subject to a separate vetting process from general HHI volunteers. Please contact the volunteer department for details.

**Community Event and Groups Participants:** Participants will not individually be registered in our volunteer management system, however this service is still tracked and is very valuable.

### ACTIVE VOLUNTEER BENEFITS

- FREE branded shirts and merch
- Invitation to HHI volunteer events and recognition
- Insider Information
- Access to volunteer leadership and special project opportunities

### ROLES

#### **Community Health Vaccinator (Medical)**

Community Health Program Vaccinators will be responsible for drawing up, delivering, and recording vaccinations in the communities we serve. This includes under-resourced, low socioeconomic communities within both urban and rural settings. Locations and demographics will vary depending on partnerships and community needs and may include opportunities outside of the greater Kansas City area. Volunteers will work within an on-site team and under the supervision of an on-site Lead RN and Community Health Program Team Lead.

#### **Point of Care (POC) (Lab)**

POC Volunteers serve as mentors, working remotely and on location with relevant clinic staff under the direction of clinic Medical Directors and HHI staff.

## **Hygiene Kit Support (Non-Medical)**

Hygiene Kits contain essential hygiene items to help people in need and reduce/prevent the spread of disease after a disaster or crisis. Our Hygiene Kit program facilitates the assembly and distribution of personal hygiene kits through its partners throughout the U.S. and worldwide. Volunteers support this in many ways. This includes assembling kits, prepping for kit-building events, working on quality control, and serving as event leaders and facilitators!

## **Front Desk (Non-Medical)**

The volunteer front desk role involves greeting visitors and providing them with information about the organization. This role is vital in creating a welcoming and positive first impression for visitors and ensuring the organization's smooth operation. Volunteers in this role are responsible for answering phone calls, directing visitors to the appropriate areas of the building, and providing general administrative support to departments throughout Heart to Heart International. They must have excellent communication and interpersonal skills and the ability to multitask. Additionally, basic computer skills are required.

## **Local Fleet Driver (Non-Medical)**

Volunteers in this role should be comfortable with deliveries, transporting HHI vehicles for maintenance or repair, and may be asked to perform other vehicle-related duties. These drivers differ from DRT drivers as they will not be asked to respond to disaster situations. Training is provided for volunteers interested in this role, as they will be driving HHI vehicles.

## **Product Sorting (Medical experience preferred, but not required.)**

This volunteer role involves sorting donated goods with great attention to detail, following specific instructions for fine sorting, and helping organize products to offer them to partner organizations that serve communities in need. Volunteers are responsible for sorting full case items into designated categories and keeping an eye out for requested items to pull and set aside as directed by the lead volunteer or warehouse personnel. This role involves repetitive movements, lifting, and bending. Volunteers may be trained on using a pallet jack, but this is not required. Overall, the volunteer will ensure that donated goods are organized and ready to be distributed to those in need.

## **Internships**

This unique placement is offered to students involved in post-secondary education and can be discussed on an individual basis. Contact the volunteer department to see what is available.

### **\*Disaster Response Team Medical (Medical)**

Disasters often threaten the capacity of the healthcare system requiring surge support. Heart to Heart International works in conjunction with local officials, hospitals and clinics to provide care. We are looking for MDs, DOs, PAs, NPs, RNs, and \*Paramedics to join our team of medical professionals. \*During international deployments Paramedics may be limited in their role depending on the practice guidelines of the host nation.

### **\*Disaster Response Team Logistics (Non-Medical)**

HHI logistics volunteers are jack-of-all trades individuals who have the ability to keep the response moving in a variety of ways. Logistics volunteers must be comfortable driving large vehicles, such as an F250 and sprinter van.

### **\*Mobile Medical Unit Driver (MMU) (CDL Required)**

MMU Drivers are essential to most domestic HHI Disaster Response Teams (DRT). An MMU volunteer must be prepared to deploy within 6 hours of being notified that HHI is deploying a DRT. Without a qualified MMU volunteer, HHI may be unable to deploy a team to a domestic location impacted by a disaster. Training is provided for volunteers interested in this role.

\*These roles are subject to a separate vetting process from general HHI volunteers. Please contact the volunteer department for details.

## RECRUITMENT & PLACEMENT

### APPLICATION & ACCEPTANCE PROCESS

HHI takes great care to ensure individuals are fully vetted and equipped for entering communities that are receiving HHI services. Prospective volunteers must complete the application screening process including: application, interviews (as applicable), background check (volunteers over 18), certifications, etc. The process varies depending on the role, with more extensive requirements for applicants who are interested in the Disaster Response, Labs, or Community Health. General Volunteer Orientations are offered monthly.

### BACKGROUND CHECKS

While all volunteers will have a criminal background and sex offender registry check, some positions may be subject to additional screening. Additional screening can include drug testing, licensure, motor vehicle record, etc. On-going DRT volunteers will be rechecked on years ending in 0 or 5. Drivers will get a new MVR yearly.

Participation as an active volunteer with HHI is contingent on successfully passing a background check. A conviction will not automatically preclude an individual from consideration. HHI will evaluate the nature and frequency of the offense, time since conviction, relevancy of the offense or misconduct to the volunteer responsibilities, etc. Some convictions which may result in withdrawal from consideration include: assault, kidnapping, criminal sexual conduct, harassment/stalking, terroristic threats, etc.

Prospective volunteers have the right to obtain a copy of background check reports, challenge the accuracy and completeness of the report and to know the reason for not being accepted as a volunteer because of the background check.

Information secured for the purpose of authorizing individuals to volunteer with HHI will remain confidential. The content of reports and information gathered may be shared with appropriate individuals who have a legitimate business need to know.

### DISCRETIONARY SERVICE

Volunteer service is at the discretion of Heart to Heart International. The relationship between Heart to Heart International and volunteers may be terminated at any time and for whatever reason.

### WAIVERS & MINORS

We accept individuals as young as 16 to volunteer on their own. Volunteers under the age of 18 must have a parent or guardian sign any needed paperwork/waiver.

## VOLUNTEER HOUR TRACKING

Active volunteers will have access to Volgistics for the purpose of tracking hours. It is expected that volunteers maintain accurate records of time worked at HHI. Logging hours varies by role and department.

HHI is closed for the following holidays:

- New Year's Day
- Martin Luther King Jr Day
- Memorial Day
- Juneteenth
- Labor Day
- Independence Day
- Thanksgiving Day & the following Friday
- Christmas (December 25 – December 31)

Unless otherwise communicated, a holiday falling on a Saturday will be observed on the Friday before. Holidays falling on Sundays will be observed the following Monday.

In addition to any on-site hours, please note that we consider the following activities as service hours:

- Prep work
- Meetings
- Travel - to and from out of town locations
- When traveling - hours are counted for when you are "on duty" doing volunteer-related tasks

## **TRAINING & SUPERVISION**

### **TRAINING**

Volunteer training varies depending on the type of role being filled. Some volunteers will be expected to participate in orientations or workshops prior to the start of their role, while others will receive one-on-one training.

### **SUPERVISION**

Each volunteer will have an assigned supervisor or team lead. This may be another volunteer or HHI employee. The supervisor is responsible for the day-to-day oversight of the volunteer.

### **PERFORMANCE FEEDBACK**

It is the desire of HHI that volunteers grow and develop as a result of their service. As such, supervisors will provide regular feedback on the performance of active volunteers. While this happens most often informally, a supervisor may provide a formal performance review.

### **DISCIPLINARY PROCEDURES**

Volunteers may receive coaching and feedback from their direct supervisor, department leadership, and the volunteer department. There may be cases where dismissal is warranted. Examples of such situations include, but are not limited to: using or being under the influence of drugs/alcohol while serving with HHI, theft, insubordination, breaching confidentiality, destruction of property, physical violence, sexual harassment, violations of licenses or the law, etc.

## **SAFETY**

The safety of Heart to Heart volunteers is our highest priority. HHI is committed to providing volunteers with the training, support and information they need to stay healthy and safe. However, because volunteers serve worldwide, sometimes in very remote areas, health and safety risks are an inherent part of some volunteer roles.

In addition to complying with the safety standards in this handbook, volunteers must also adhere to any additional safety standards set by on-site Team Leads or staff.

### **TRAINING AND CERTIFICATION**

All volunteers will be trained to operate any and all equipment/vehicles assigned to them. Under no circumstances shall volunteers operate any piece of equipment unless qualified to do so and authorized by their Team Lead. Certification will be obtained when and where required.

Volunteers will be monitored by Team Leads to ensure that they are using safety equipment properly and responsibly. Volunteers have an obligation to state their concerns to Team Lead if they are engaged in a task they believe puts them in an unsafe situation.

Team Leads are responsible for the day-to-day safety of their teams and for maintaining a safe working environment. They will conduct a safety briefing prior to commencing work. They will ensure that safety equipment, tools, and machinery are in good working order and in a good state of repair.

### **USE OF HAND TOOLS AND EQUIPMENT**

Tools and equipment should be utilized in an appropriate and safe manner.

### **VEHICLE SAFETY**

During transportation, volunteers should be seated and wear proper restraints (seat belts/shoulder restraints) if they are available. Individuals must be granted authorization in order to operate HHI rented or owned vehicles. This authorization may be revoked by the HHI Team Lead if deemed necessary. Volunteers will not operate cell phones in any manner whatsoever, (including texting and the use of headphones) while operating HHI rented or owned vehicles. Any violations received while operating HHI rented or owned vehicles will be paid by the driver.

### **FUEL STORAGE**

Fuel will only be transported in approved containers. At no time will fuel or other hazardous chemicals be transported in the passenger compartment of any vehicle.



## DEPLOYMENT

Volunteer deployment sites can be susceptible to natural disasters, transportation accidents, and civil and political unrest. HHI provides training and support to minimize these risks but they cannot be eliminated completely.

HHI conducts pre-trip assessments regarding the security of the region being visited. These assessments can result in adjustments to deployment dates, policies, emergency/evacuation plans, etc.

Personal safety is optimized by exercising sound judgment. Volunteers must be aware of their surroundings, understand how their conduct and actions may be perceived and remain sensitive to how their behavior may impact personal safety. Often volunteers must change a range of behaviors to minimize risks to their safety and security. Such changes may involve attire, living arrangements, exercise, alcohol consumption, socializing with members of the opposite sex, and going out alone at night.

While volunteers are deployed outside of the US or as part of a disaster response, a daily communication plan will be established. All volunteers are expected to maintain communication according to this plan.

## REIMBURSEMENT

During deployment all food, lodging, and transportation is covered by Heart to Heart International. Reimbursement for deployment expenses must be approved by DRT staff. Heart to Heart International does not reimburse or cover the cost of any paperwork or items related to DRT onboarding including but not limited to passports, driver's license, appointment fees for physician's release, vaccines, etc.

## COMMUNICATION

Volunteers can usually communicate with their families via email, text or social media. In the event that communications are difficult, messages from home to a deployed family member may be relayed through the volunteer department to the deployed family member through the Team Lead. If a deployed volunteer must communicate with his family, a message can be relayed through the Team Lead to HHI HQ and on to the family member.

## HHI CODE OF CONDUCT

This Code of Conduct applies to staff and volunteers across the entire organization. If you have questions or concerns about any of the following information, please reach out to the volunteer department for more details.

## STANDARDS OF CONDUCT

Heart to Heart International (HHI) team members (including employees, contractors & volunteers) are expected to uphold the highest standards of conduct and ethics. Our mission to strengthen communities through improving health access depends on our commitment to a high degree of integrity. Team members are expected to:

- treat all people (staff, volunteers, beneficiaries, partners, etc.) with respect
- engage as learners when entering new environments or new cultural contexts
- act in a manner to ensure the safety and security of other team members, beneficiaries, partners, etc.
- provide good stewardship and accountability of all HHI property and resources (supplies, pharmaceuticals, equipment, funds, etc.)
- follow the guidance and policies of HHI, partners or other lead agency
- obey and respect the laws and cultural traditions of the host country

## SEXUAL EXPLOITATION & ABUSE

### DEFINITIONS

**Sexual exploitation** is any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to profiting monetarily, socially, or politically from the sexual exploitation of another. **Sexual abuse** is the actual or threatened physical intrusion of a sexual nature, which can occur by force, under unequal conditions, or under coercive conditions.

## IASC STANDARDS

HHI is committed to eliminate any acts of sexual exploitation and abuse by our personnel and as such has adopted additional Code of Conduct policies consistent with the Inter-Agency Standing Committee (IASC) Task Force on Protection from Sexual Exploitation and Abuse in Humanitarian Crisis. Therefore, we consider:

- Sexual exploitation and sexual abuse by one of our employees or volunteers constitutes acts of gross misconduct and are therefore grounds for termination of employment.
- Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.
- Use of computers, mobile phones, video or digital cameras (or any other media) to exploit or harass children or to access pornography through any medium is prohibited.
- Exchange of money, employment, goods or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries.
- Any sexual relationship between those providing humanitarian assistance and protection and a person benefitting from such humanitarian assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of humanitarian aid work.
- Where a HHI staff member or volunteer develops concerns or suspicions regarding sexual exploitation or sexual abuse by a fellow worker, whether in the same agency or not, he or she must report such concerns via the established reporting procedures listed in the Anti-Harassment section.
- HHI staff and volunteers are obliged to create and maintain an environment which prevents sexual exploitation and sexual abuse. Managers at all levels have a particular responsibility to support and develop systems that maintain this environment.
- Regarding incidents of abuse, harassment, child labor, etc., HHI will ensure compliance with all relevant host country legislation and regulations, US law or international standards, whichever gives greater protection.

The standards set out above are not intended to be a complete list. Other types of sexually exploitive or sexually abusive behavior may be grounds for administrative action or disciplinary measures, including summary dismissal.

Additionally, HHI strongly discourages romantic relationships between team members, especially those who are deployed. Such relationships impact the entire team and can detract from the overall project.

## ANTI-HARASSMENT

HHI strives to maintain a working environment that encourages mutual respect and promotes congenial relationships between employees and volunteers. All forms of harassment are expressly prohibited at HHI. This includes supervisors, co-workers, volunteers, vendors, contractors or beneficiaries. HHI is committed to vigorously addressing complaints of harassment, sexual harassment and discrimination at all levels within the organization.

The term "harassment" includes harassment based on any category protected by federal, state or local law, which may include depending on the jurisdiction, but is not limited to, unwelcome slurs, jokes, or verbal, graphic or physical conduct relating to an individual's race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental disability, age, military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner or civil union status, gender (including sex stereotyping and gender identity or expression), medical condition (including, but not limited to, cancer-related or HIV/AIDS-related), genetic information or sexual orientation.

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature where:

- Submission to such conduct is an explicit or implicit term or condition of employment;
- Employment decisions are based on an employee's submission to or rejection of such conduct; or,
- Such conduct unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive working environment.

## REPORTING PROCEDURE

HHI takes seriously all reports of wrongdoing, including sexual exploitation, sexual abuse, harassment, fraud or any kind of unlawful act. HHI has zero tolerance for inaction on allegations. It is expected that anyone who has experienced or been made aware of inappropriate behavior immediately makes a report to their supervisor, Human Resources or the HHI Reporting Hotline.

Employees and volunteers should not investigate the merits or evidence surrounding a report. The expectation is simply that the report is made.

## REPORTING HOTLINE

HHI has a 24-hour Reporting Hotline which can be used by any employee, volunteer, beneficiary, partner, etc. to report violations of this Code of Conduct. Reports via the hotline can be made anonymously via:

- **Toll-Free Phone**
  - o USA/Canada English: 866-710-0002
  - o USA/Canada Spanish: 800-216-1288
  - o Canada French: 855-725-0002
  - o Mexico Spanish: 01-800-681-5340
  - o All Other Countries: 800-603-2869
    - Must dial [country access code](#) first
- **Internet**
  - o [www.lighthouse-services.com/hearttoheart](http://www.lighthouse-services.com/hearttoheart)
  - o [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com)

The following HHI personnel have access to reports submitted via the hotline: HHI Board Chair, Chief Executive Office, VP of Operations, VP of Staff and Volunteer Engagement, Director of Human Resources and Director of Volunteer Engagement. Each report via the hotline will be automatically received by the HHI Board Chair, CEO, VP of Staff and Volunteer Engagement, and Director of Human Resources.

## CONFIDENTIALITY

All reports of harassment, sexual harassment or discrimination will be treated seriously. Reporting through the hotline can be done with complete anonymity. Reports given directly to HR or a Team Lead will only be shared on a need to know basis. While the greatest caution will be given in sharing information, absolute confidentiality cannot be assured.

## SURVIVOR CENTERED APPROACH

HHI is committed to maintaining a survivor-centered approach to addressing reports of any violation of human dignity, in particular, gender-based violence. We recognize the need to support survivors and individuals who raise

complaints. The survivor's experiences, considerations and needs will be placed at the center of the process.

## INVESTIGATIVE PROCEDURE

HHI will begin a prompt and thorough investigation once a complaint is received (except when this is against the wishes of a survivor). An investigator will be assigned to each report. Investigators will be designated HHI employees, board members or contracted investigators depending on the sensitivity and severity of the report. The investigation will include the collection of information including any relevant data, paperwork, and/or interviews with all involved.

Following an investigation, HHI will promptly take any necessary and appropriate disciplinary action. Disciplinary action will be taken if the investigation reveals that an employee has acted in a manner that is not in alignment with the goal of this policy, even when the actions may be lawful. In fact, HHI may address any workplace issue discovered during an investigation. This may include some or all of the following steps:

- Discipline the alleged harasser/abuser. This discipline can include written disciplinary warnings, transfer, demotion, suspension and termination of employment.
- If the alleged harassment or sexual harassment is from a vendor, contractor, customer or other third party, HHI will take appropriate action to stop the conduct.

HHI's full procedures for investigations can be viewed in [S:Drive > Safeguarding > Investigation Resources](#).

## NO RETALIATION

HHI will not permit or condone any acts of retaliation against anyone who files a report or cooperates in the investigation of same. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination.

## ACTING IN GOOD FAITH

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

## DUTIES OF SUPERVISORS & LEADERS

It is incumbent on all of us to create a safe and enjoyable workplace that is free of harassment, sexual harassment, discrimination, sexual exploitation or abuse. While this is a responsibility for everyone, supervisors are expected to adhere to the highest standards to promote a positive culture. HHI expects supervisors and all in a position of leadership to lead by example in preventing an environment that would foster any kind of malice, harassment or abuse.

## CONFLICT RESOLUTION

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. The following steps are meant to provide a method for employees and volunteers to communicate concerns or conflicts that lead to prompt and fair resolutions.

- Discuss the problem with your immediate supervisor or team lead.
- If the concern is not resolved after discussion with your supervisor or if you feel discussion with your supervisor is inappropriate, go to the next level of management.
- If concerns are not resolved through the steps above, you are encouraged to communicate with the Director of Human Resources or Director of Volunteer Engagement (or any member of the leadership team (CEO, COO or VP of Operations)).

## PROHIBITIONS

### ILLEGAL AND PRESCRIPTION DRUGS

The possession, use, sale, distribution, manufacture or purchase of illegal drugs, as well as, improper use or distribution of prescription medication is prohibited. HHI prohibits the use of mind-altering drugs while engaged in volunteer work and/or while deployed with HHI.

### ALCOHOL

Possession or consumption of alcohol by team members under the age of 21 is prohibited, as is providing alcohol to those who are under the age of 21. For those 21 years old and over, alcohol possession or consumption is prohibited during standard business operations (this does not apply to special events or meals for business purposes). When deployed, HHI employees and volunteers should consider cultural contexts vary regarding alcohol consumption and the Team Lead will provide additional direction as needed.

### TOBACCO

Tobacco use (including vaping/e-cigarettes) is prohibited on all HHI property (including facilities and vehicles). When deployed, team members should contact the team lead regarding appropriate, off-site use of tobacco.

### WORKPLACE VIOLENCE & WEAPONS

HHI expects all team members to conduct themselves in a non-threatening, non-abusive manner at all times. Acts of violence or intimidation of others will not be tolerated. HHI has zero tolerance for, and expressly forbids the possession of, while on corporate property or engaged in work for HHI, any type of weapon, firearm, explosive and/or ammunition.

### UNETHICAL OR UNLAWFUL MEDICAL PRACTICES

HHI prohibits any behavior that would violate a Licensing/Certificating Board's Code of Professional Ethics or Scope of Practice. Medical professionals who work or volunteer with HHI may only act within the parameters of their state license, temporary disaster response license, or within the parameters set forth by HHI, whichever is more stringent.

## APPEARANCE & WORK ATTIRE

Team members are expected to use good judgement with regard to dress and appearance; dressing in a manner that is consistent with both their place of work and the type of work being performed.

- Casual dress is appropriate for all employees and volunteers. This does exclude sweatpants, lounge wear, exercise attire and tank tops. Some events or specific work-related functions may require exceptions to the casual dress expectations.
- While deployed, care should be given to ensure attire is not distracting. Appropriate attire can vary from community to community. VST and DRT participants will be provided with information on clothing that is appropriate to the region being visited.
- Warehouse/Hub: Closed-toe shoes (such as athletic shoes or boots) must be worn in the warehouse.
- Disaster Response Team (DRT): DRT members will be provided with a uniform including: vest, hat, t-shirt, scrubs, etc. DRT members are expected to wear the uniform while on duty. Duty hours are determined by the Team Leader.

An overall positive work environment is achieved by maintaining high standards of neatness, grooming and personal hygiene. Please be mindful that some individuals may be allergic to such things as perfumes, colognes and/or lotions. Please use such items in moderation and with consideration for those around you.



## CONFLICTS OF INTEREST

Team members must avoid any relationship or activity that might impair, or appear to impair, their ability to make objective and fair decisions when performing their jobs. At times, an employee may be faced with situations in which business actions taken on behalf of HHI may conflict with the employee's own personal interests. Company property, information or business opportunities may not be used for personal gain.

Conflicts of interest could arise in the following circumstances:

- Being employed by, or acting as a consultant to, a competitor or potential competitor, supplier or contractor, regardless of the nature of the employment, while working with HHI;
- Hiring or supervising family members or closely related persons;
- Serving as a board member for an outside commercial company or organization;
- Owning or having a substantial interest in a competitor, supplier or contractor;
- Accepting gifts, discounts, favors or services from a customer, potential customer, competitor or supplier, unless equally available to all HHI team members. Any actual or potential conflict of interest must be reported to the team member's supervisor or the Director of Human Resources.

## GIFTS AND FAVORS

No team member shall solicit or accept for personal use, or for the use of others, any gift, favor, loan, gratuity, reward, promise of future employment, or anything of monetary value that might influence, or appear to influence, the judgment or conduct of the team member in the performance of their job. Team members can accept occasional, unsolicited courtesy gifts or favors (such as business lunches, tickets to sporting or cultural events, holiday baskets, flowers, etc.) so long as the gifts or favors have a market value under \$100, are customary in the industry and do not influence or appear to influence the judgment or conduct of the team member. Please discuss any exceptions to this amount with your supervisor. Team members are not to give, offer or promise directly or indirectly anything of value to any representative of a customer, potential customer, vendor, potential vendor, financial institution or potential financial institution with whom HHI has or may have a business relationship.

## SOLICITATION

It is the intent of HHI to prevent interference with work and inconvenience to others from solicitations and/or distribution of literature. The following guidelines apply throughout HHI:

- Group meetings for solicitation purposes in work areas or during work hours are prohibited, with the exception of corporate sponsored meetings.
- The distribution or circulation of literature or other materials during work hours or in work areas is prohibited.
- Team members shall not engage in any solicitation of other team members for any purpose whatsoever during working hours or within work areas.
- Information posted on HHI's bulletin boards must be pre-approved.
- Non-team members are prohibited from trespassing, soliciting or distributing literature on company premises.

## RELIGIOUS ACTIVITIES

HHI recognizes that many of our employees and volunteers serve others as an expression of their faith. As a faith-friendly organization, HHI often brings together team members from a wide variety of beliefs and cultural backgrounds. Team members are expected to be respectful of beliefs or cultural understandings which may differ from their own.

## SOCIAL MEDIA

HHI encourages everyone to use social media responsibly. Social media should support, not jeopardize, HHI operations or the dignity and privacy of communities and community members with whom we partner. You are personally responsible for the content you publish, err on the side of caution. HHI may remove or request the removal of any posts or publications that conflict with HHI guidelines.

Social Media Guidelines:

- Do not use the HHI logo without permission: The HHI logo should not be used for any part of a personal blog or social media post without prior permission. We do encourage you to share HHI social media content.
- Use a disclaimer: For personal blogs which reference HHI related activities, add a disclaimer to your page. The disclaimer should make it clear that the views expressed are yours and not necessarily those of HHI. Be aware that a disclaimer does not free you from obligations within these or other HHI policies.
  - o Example disclaimer: The postings on this site are my own and do not necessarily represent the positions, strategies or opinions of Heart to Heart International.
- Keep safety, security and the privacy of others in mind: Never discuss personal details regarding HHI employees, volunteers, or community partners via social media. Bear in mind, personal details of local staff/partners (drivers, guides, interpreters, security personnel, etc.) can be sensitive in many operational contexts.
- Get permission: Respect everyone's right to privacy and never take photos or videos without written permission. Posting of minors is only permitted when written permission is granted via a parent/guardian.

## PRIVACY

Respecting the privacy of donors, beneficiaries, staff, and volunteers is a basic value of Heart to Heart. All donor and prospect information created by or on behalf of HHI is the property of the corporation, is confidential, and shall not be transferred or utilized except on behalf of HHI with permission of the Chief Executive Officer and the Board of Directors. To ensure the privacy of individuals, organizations, foundations, and corporations constituent information will be released only after consent is obtained from the constituent. This does not apply to information being used to advance the mission of HHI through resource development efforts that require constituent information to develop strategies and present gift proposals.

Additionally, written consent is required to release beneficiary, staff or volunteer information.

## HHI PROPERTY

HHI resources are entrusted to team members in order to carry out HHI related business. All team members are responsible for safeguarding HHI's funds, records, tools, vehicles, equipment, property, etc. Team members who lose HHI equipment may be required to replace items at their own expense. Communication systems and digital messaging applications owned and employed by HHI are to be used for the business of HHI. Team members should have no expectation of privacy of any correspondence, messages or information created in or disseminated through the systems or applications, regardless of the content or purpose of the same.

## WIRELESS COMMUNICATION DEVICE USE GUIDELINES

HHI values its employees, volunteers and the safety of other third parties and accordingly expects employees to put safety first while driving. Drivers are expressly prohibited from using wireless communication while driving unless the driver is using a hands-free device. Texting (which is meant to include composing, sending, or reading) while driving is strictly prohibited. Safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, employees are strongly encouraged to pull off to the side of the road and park the vehicle in a safe location before placing or accepting a call without a hands-free device.

## INTERNET CODE OF CONDUCT

Access to the Internet has been provided to staff members for the benefit of the organization. It allows employees to connect to information resources around the world. Every staff member has a responsibility to maintain and enhance HHI's public image and to use the Internet in a productive manner. To ensure that all employees are responsible, productive Internet users and are protecting HHI's public image, the following guidelines have been established for using the Internet:

- All messages created, sent or retrieved over the Internet are the property of HHI and should be considered public information. Internet messages are public communication and are not private. All communications including text and images can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver.
- Employees accessing the Internet are representing HHI. All communications should be for professional reasons. Employees are responsible for seeing that the Internet is used in an effective, ethical and lawful manner. Instant Messaging Systems and Internet Forums may be used to conduct official corporate business or to gain technical or analytical advice. Databases may be accessed for information as needed. E-mail may be used for business contacts.
- The Internet should not be used for personal gain or advancement of individual views. Solicitation of non-corporate business or any use of the Internet for personal gain is strictly prohibited. Use of the Internet must not disrupt the operation of the HHI network or the network of other users nor interfere with your productivity.
- Each employee is responsible for the content of all text, audio or images that he/she places or sends over the Internet including, but not limited to, any web-based sites or programs utilized through HHI. Fraudulent, harassing or obscene messages are prohibited. All messages communicated on the Internet should have your name attached. No messages should be transmitted under an assumed name. Users may not attempt to obscure the origin of any message. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane or offensive language may be transmitted through the system. Employees who wish to express personal opinions on the Internet are to use non-corporate Internet systems and should refrain from making any representations that would somehow attribute their personal opinions to HHI.

## SOFTWARE

To prevent computer viruses from being transmitted through the system, there should be no unauthorized downloading of any software. Any and all software downloads should be approved by and arranged through HHI's Information Technology Resources.

## TECHNICAL HARDWARE

All technically related hardware, computers, phones, monitors, printers, keyboards/mice supplied by HHI are owned solely by HHI and are to be returned upon associate's termination of employment.

## PASSWORDS

While our systems may accommodate the use of passwords for security, the reliability of such for maintaining confidentiality cannot be guaranteed. Individual passwords do not prevent HHI from accessing your files.

Employees will not attempt to gain access to another employee's e-mail or voice mail messages. However, HHI reserves the right to access an employee's messages at any time, without notice, to the employee.

## RIGHT TO MONITOR

All company-supplied technology and company-related work records belong to the company and not to the employee. HHI routinely monitors use of company-supplied technology. Inappropriate or illegal use or communications may be subject to disciplinary action up to and including termination of employment.

## VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

I acknowledge that I have received Heart to Heart International's Volunteer Handbook and understand that violations of the policies contained in the Handbook, including, but not limited to, the Anti-Harassment Policy, could result in disciplinary action, up to and including separation.

I further agree and consent to all policies contained herein and understand that the information contained in the Handbook represents guidelines for Heart to Heart and that Heart to Heart reserves the right to modify the Handbook or amend or terminate any policy or procedure at any time.

I further understand that these policies and guidelines may be updated during my time as a volunteer and that I always have the ability to see the most recent information on the website under <https://www.hearttoheart.org/volunteer-opportunities/>.

I further agree that I am voluntarily giving of my time to Heart to Heart without pay and without expectation of employment in the future. My status as a volunteer with Heart to Heart is at the discretion of Heart to Heart.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Handbook, I should direct these questions to the on-site supervisor.

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*Volunteer Signature*

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*Date*

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*Print Name*

**During my time as a volunteer with HHI, I understand it is my responsibility to proactively notify them if anything changes that could impact my eligibility to volunteer.**