



# FAMILY HOUSE

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## HOUSE VOLUNTEER HANDBOOK

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# Welcome to Family House!

As a Family House Volunteer, you are about to begin a meaningful and rewarding venture: helping patients and their families find a “home away from home” while navigating the complicated world of healthcare. Each time you volunteer, there will be unique opportunities to interact with guests and perform routine tasks that help Family House operate daily. The purpose of this House Volunteer Handbook is to help you do your job with competence and confidence. Here you will find useful information ranging from basic task guidelines to volunteer policies and procedures. Additional questions or concerns can be directed to the Volunteer Coordinator.

Thank you for your commitment to Family House and the guests we serve.

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# Mission Statement

Family House provides a “home away from home” for patients and their families who must travel to Pittsburgh for medical care. By offering safe, convenient, affordable housing and a network of support, comfort, and compassion, Family House reduces the emotional and financial stress for our patients and their families.

# History

Family House was founded by concerned physicians and community members in 1983. We are a 501(c)(3) charitable organization guided by a Board of healthcare and community leaders, and over one hundred staff and volunteers.

Today, thousands of patients and families stay at Family House each year, arriving from all 50 states and as many as 20 countries, to seek medical care and treatment at any of Pittsburgh’s healthcare systems. Family House offers the comforts of home and convenience to loved ones – often in times of great duress – at affordable rates. Whether patients are here for treatments, trauma care, or transplants, Family House staff and volunteers give families the peace of mind to focus on the care of those closest to them.

Family House’s original partners were the University Health Center of Pittsburgh, the American Cancer Society, Frank B. Fuher, R.K. Mellon Foundation, Mellon-Stuart Company, and the Pittsburgh Pirates Baseball Club.

Family House serves patients from the following institutions:

- Allegheny Health Network, including West Penn Hospital
- UPMC – Children’s Hospital of Pittsburgh, Magee-Women’s Hospital, Mercy, Montefiore, Presbyterian, Shadyside, Falk Clinic
- The Children’s Institute
- VA Pittsburgh Healthcare System

The Allegheny Health Network and UPMC’s many clinical resources comprise one of the country’s major medical destinations, offering the latest technologies in research, organ transplantation, oncology, and neurological surgery.

You can learn more about Family House’s history at [familyhouse.org/history](https://familyhouse.org/history).

# Growing Your Impact

## Group Volunteering Opportunities

You've already chosen to volunteer, and we appreciate it!

If you are interested in growing your impact with other Family House volunteer activities, or if anyone you know would like information about volunteering at Family House, please contact the Volunteer Coordinator at (412) 647-5808 or [volunteer@familyhouse.org](mailto:volunteer@familyhouse.org).

The possibilities for volunteer activities are extensive and include the following:

- Make a meal for house guests
- Provide musical entertainment
- Create snack bags for guests to take to the hospitals
- Bake cookies, cakes, or brownies
- Make ice cream sundaes or decorate ice cream cones
- Organize and host a movie night, complete with popcorn and other snacks
- Organize a gardening or House decorating activity

We are also always happy to hear new ideas for group volunteering. Please contact the Volunteer Coordinator to get involved!

# Inside Family House

At one time, Family House was comprised of four separate locations around Pittsburgh: McKee, Neville, Shadyside, and University Place. In 2022, Family House opened a new, centrally located facility in Pittsburgh's Shadyside neighborhood.

Family House provides the following accommodations:

- 121 private guest rooms in a variety of sizes
- Large dining room
- 5-station Community Kitchen
- Community Pantry, Refrigerators, and Freezer
- Private Food Storage (cubbies and refrigerator space)
- Library and Game Areas
- Back patio with grills and a fire pit
- Shuttle Waiting Area
- Community Room for specialized events
- Lounges on every guest floor, each with their own unique theme:
  - o 2<sup>nd</sup> Floor – California Coastal
  - o 3<sup>rd</sup> Floor – Mountain Lodge
  - o 4<sup>th</sup> Floor – Country Cottage
  - o 5<sup>th</sup> Floor – Desert Oasis
  - o 6<sup>th</sup> Floor – Reflection Room
- AEDs throughout the building
- Fitness Room (located on the 2<sup>nd</sup> floor)
- Laundry Rooms (located on each floor)
- Secure building – Keycard access only

Family House offers the following additional services:

- Shuttle service and Uber rides to local hospitals and various shopping locations in Shadyside
- Complimentary tickets to various Pittsburgh museums including:
  - o Carnegie Museums – Natural History and Art
  - o Andy Warhol Museum
  - o Phipps Conservatory and Botanical Gardens
  - o Pittsburgh Zoo and Aquarium
- Free Wi-Fi
- Cable television

# The Role of a House Volunteer

Many Family House guests are experiencing some of the most difficult times of their lives. They are often overwhelmed, exhausted, or homesick. As a Family House Volunteer, you are in a unique position to help our guests through this challenging period.

An important part of your role is to ensure a warm, supportive environment for our guests. You should use strong communication and listening skills, without being overly inquisitive or intrusive. Always be friendly and hospitable!

<b>Reporting</b>	<ul style="list-style-type: none"> <li>· Volunteer Coordinator</li> <li>· Front Office staff</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>· Compassion for others in need</li> <li>· Proactive and a positive attitude</li> <li>· Ability to provide exceptional guest service</li> <li>· Ability to follow directions and adjust tasks as needed</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>· Greet guests, acquaint them with the House and its policies, and show them to their rooms</li> <li>· Assist the Front Office staff with the day-to-day operation of the house</li> <li>· Perform light cleaning/organizational tasks around the house</li> </ul>
<b>Time Commitment</b>	<ul style="list-style-type: none"> <li>· Actively participate in the volunteer program for a minimum of three months</li> <li>· Commit to at least two shifts per month</li> </ul>
<b>Training Required</b>	<ul style="list-style-type: none"> <li>· Submit a House Volunteer Application</li> <li>· Shadow at least one current volunteer for each shift you are interested in</li> </ul>
<b>Expectations</b>	<ul style="list-style-type: none"> <li>· Exhibit professionalism at all times</li> <li>· Maintain guest confidentiality</li> <li>· Commit to the Family House mission and promote it within the community</li> </ul>

## Front Office Collaboration

In your time as a House Volunteer, you will work closely with Family House Front Office staff. Front Office staff are responsible for ensuring that the facility runs efficiently and safely. They count on our House Volunteers to support daily operations and assist in delivering our mission to the guests who walk through our doors. Collaboration between House Volunteers and Front Office staff is of the utmost importance in establishing an efficient team.

What does efficient teamwork look like?

- Supporting the Front Office staff during difficult conversations with guests who do not follow rules and regulations
- Listening and being flexible to the needs of the staff for your shift
- Understanding that we all have an essential role in this organization's success



# Volunteer Responsibilities

Supporting the guest experience is an important aspect of volunteering at Family House. Our facility has many resources available to our guests, but it can sometimes be overwhelming. It is your job to answer questions and offer resources in a kind, empathetic way. Remember: our guests often travel long hours to get to Pittsburgh or arrive having just left an ailing family member in the hospital.

In addition to supporting the guest experience, House Volunteers complete tasks around the house to ensure a warm and welcoming environment. While we have dedicated maintenance and housekeeping staff, House Volunteers are vital to adding a “home-like” touch to our space. There is always something extra that can be done to refresh and reset our common spaces!

There are three shifts available for volunteering at Family House:

- **Morning Shift:** 11:30am-3:00pm
- **Afternoon Shift:** 3:00pm-6:00pm
- **Evening Shift:** 6:00pm-9:00pm

Each shift has its own unique set of responsibilities and tasks that equally contribute to the daily operations of the house. While there are certain tasks that should be done multiple times a day, there are also shift-specific activities to be completed at the proper time.

Think of volunteering at Family House like being a host at a party: there is a to-do list for each phase of the day to help the event run smoothly. First, you must prepare your home for arriving guests (Morning Shift). Then, you can welcome your guests warmly and make sure they have everything they need (Afternoon Shift). Finally, when the day is done, you clean up and reset your home (Evening Shift).

Throughout the day, things pop up and adjustment may be needed, which is to be expected! No matter what, you are there to be a gracious host to our guests and a reliable support system for our Front Office staff.

## House Volunteer Tasks

Upon arrival, volunteers will:

1. Check in using the Bloomerang app or website
2. Locate your volunteer nametag and wear it in a visible location
3. Check the Volunteer Message Board for new & updated information
4. Sign out a Volunteer Key, if available, and return after shift
5. Check the Daily Checklist
6. Gather supplies on Volunteer Cart (located in Break Room) for lounge and room checks, if applicable

### Volunteer Daily Checklist

The Daily Checklist is meant to help volunteers stay consistent and communicative about what tasks they complete during their shifts. The list includes the most common tasks and times that volunteers complete them.

If no volunteers are scheduled for one or more shifts throughout the day, other volunteers can use the Checklist to see what needs to be done. Please note that Evergreen Tasks may need to be completed multiple times a day. There is also a section where volunteers can leave notes for other volunteers or the Volunteer Coordinator. The Checklist should be kept on the table next to the green volunteer chairs.

### Evergreen Tasks

Each shift has its own unique set of responsibilities and tasks that equally contribute to the daily operations of the house. Some activities should be done during each shift to ensure consistency in the guest experience. These “evergreen” tasks should be completed each shift:

Guest Services	<ul style="list-style-type: none"> <li>- Assist guests with any questions they may have throughout your volunteer day</li> <li>- This includes, but is not limited to:               <ul style="list-style-type: none"> <li>- giving tours</li> <li>- explaining Food Cubby Storage system</li> <li>- relaying transportation policies and information</li> <li>- assisting with additional guest questions</li> </ul> </li> <li>- REMEMBER: If you are unsure of an answer to a specific question, always reach out to the Volunteer Coordinator or Front Office staff!</li> </ul>
Need One, Take One	<ul style="list-style-type: none"> <li>- The Need One, Take One station should be filled and put out for guests at the end of each shift (2/2:30pm, 5pm, 8pm if necessary)</li> <li>- Put no more than 3 of any one item in the container</li> </ul>

Kitchen	<ul style="list-style-type: none"> <li>- Wipe down counters, island, and small appliances with sanitizing spray</li> <li>- Stock food labels, gloves, and cleaning supplies as needed</li> <li>- Turn on or clean out dishwashers if needed</li> </ul>
Information Shelves	<ul style="list-style-type: none"> <li>- Organize the Information Shelves next to the dining room</li> <li>- Ensure the “Need One, Take One” station is stocked with toiletries taken from the drawers next to Volunteer Manager’s desk</li> <li>- Stack menus and handouts neatly. Report any handout shortages to Front Office Staff so more can be printed</li> </ul>
Lobby Common Spaces	<ul style="list-style-type: none"> <li>- Reset pillows and furniture, if moved</li> <li>- Ensure magazines and reading materials are neat and tidy               <ul style="list-style-type: none"> <li>- Keep magazines from the past 3 months or current season</li> </ul> </li> <li>- Organize puzzle and game area</li> </ul>

**\*\*If there are any large messes that need to be tended to by Housekeeping, please report them to the Volunteer Coordinator or Front Office Staff\*\***

### Morning Tasks: 11:30am-3:00pm

Returned Cubby Keys	<ul style="list-style-type: none"> <li>- Returned Cubby Keys are located on the yellow corkboard in the Front Office</li> <li>- Take keys back to cubbies and check for cleanliness</li> <li>- Confirm that the basket is appropriately numbered for the cubby</li> <li>- Throw out any open/expired food</li> <li>- Unopened/nonperishable food can be put in the Community Pantry or Community Fridge</li> <li>- Clean cubby and basket with rag and sanitizing cleaner</li> <li>- Return keys to Front Office</li> </ul>
Community & Leftover Refrigerators	<ul style="list-style-type: none"> <li>- Wipe fridge with rag and sanitizing cleaner</li> <li>- Throw out any expired food</li> <li>- Organize fridge according to labeled containers inside</li> <li>- Consolidate containers when possible</li> </ul>
Lounges	<ul style="list-style-type: none"> <li>- Use Volunteer Cart (located in Break Room) and inventory sheet (located in lounge cabinets) to restock lounge materials (additional cleaning supplies can be found in the Housekeeping Office)</li> <li>- Reset pillows and furniture, if moved</li> <li>- Ensure magazines and reading materials are neat and tidy</li> <li>- Report missing or damaged furniture to the Volunteer Coordinator</li> <li>- Inspect laundry rooms on every floor to ensure cleanliness and organization; report anything out of the ordinary</li> </ul>
Room Checks	<ul style="list-style-type: none"> <li>- Front Office Staff will provide you with a Room Check Form and which rooms should be checked for cleanliness</li> <li>- For small messes (i.e. dusty surfaces, smudged mirrors), use a rag or cleaner to fix so Housekeeping does not need to return to the room</li> <li>- Report larger issues to Front Office or Volunteer Manager</li> </ul>
Fresh Food Donations	<ul style="list-style-type: none"> <li>- Use gloves and clingwrap or Ziploc bags to individually wrap pastry donations</li> <li>- Set donations out on Breakfast Bar</li> </ul>

	- Panera (Tuesdays), Brueggers, Starbucks, etc
Front Office Huddle Support	- From 1:15pm-1:35pm, the Front Office has a staff huddle - Sit by the door to let guests in and answer any questions - If guests need an Uber or have questions about their reservation, politely ask them to wait until a staff member is available
Group Dinner/Event	- Clear off kitchen island and breakfast bar before 3pm - welcome volunteers to the kitchen
Evergreen Tasks	*As Listed Above*

### Afternoon Tasks: 3:00pm-6:00pm

Check-Ins & Tours	- Assist Front Office Staff to welcome guests - Direct guests to appropriate staff members for check in - Give tours as needed - <i>Tours should always come before other tasks</i>
Deliver Notices	- Notices can be picked up at the Front Desk - Slide notices in the door jamb of the appropriate room
Kitchen Pantry	- Check pantry for expired foods and discard - Organize food by category and consolidate when possible - Restock food from pantry donations in the Break Room
Break Room	- unpack and organize donations - write Best By or expiration dates on top of cans or circle on boxes, arrange chronologically for pantry-stocking purposes
Women's First Floor Restroom	- Feminine products should be stocked neatly in the women's restroom on the 1st floor
Group Dinner/Event	- acclimate volunteers to the kitchen, bathrooms and other necessary areas
Evergreen Tasks	*As Listed Above*

## Evening Tasks: 6:00pm-9:00pm

Check-Ins & Tours	<ul style="list-style-type: none"> <li>- Assist Front Office Staff to welcome guests</li> <li>- Direct guests to appropriate staff members for check in</li> <li>- Give tours as needed</li> <li>- <i>Tours should always come before other tasks</i></li> </ul>
Fitness Room	<ul style="list-style-type: none"> <li>- Wipe down exercise machines</li> <li>- Reset space and replenish rags, if needed</li> </ul>
Library	<ul style="list-style-type: none"> <li>- Tidy and organize books, arrange by author last name</li> <li>- Tidy and sanitize desk</li> </ul>
Plants & Flowers	<ul style="list-style-type: none"> <li>- Check plants and flowers (do they need watered, pruned or thrown away)</li> <li>- Lounges, library, dining room, kitchen</li> </ul>
Grab & Go Bags	<ul style="list-style-type: none"> <li>- If we have Grab &amp; Go bags (paper or Ziploc bags typically in a plastic tote in the volunteer breakroom or donation area) put 6-8 in a basket and set on Sirvasha's desk</li> <li>- these will be put out with breakfast the next morning</li> </ul>
Dinner Assistance *If Needed*	<ul style="list-style-type: none"> <li>- If there is a Group Volunteer Dinner, House Volunteers can help with the following: <ul style="list-style-type: none"> <li>o Ensure the kitchen is stocked with gloves and extra trash bags (found in the Housekeeping Office)</li> <li>o Help volunteer group to tidy the kitchen after the meal</li> </ul> </li> <li>- Ask Front Office Staff if you can be of further assistance</li> </ul>
Evergreen Tasks	*As Listed Above*

## Giving a Tour

House Volunteers are responsible for introducing guests to our facility and answering any questions they may have regarding their stay. Upon check-in, Front Office Staff will 'hand off' guests to a Volunteer for a tour of our facility. A staff member may pull you from your current task to give a tour at any time.

Family House is full of amenities, supplemental programming, and information to support our guests during their stay. All that information can be overwhelming! Remember: our guests often travel long hours to get to Pittsburgh or arrive having just left an ailing family member in the hospital. It is your responsibility to assess guests' needs and give them a tour that most aligns with the conditions of their stay.

Here are some tips and tricks for giving an effective and relevant tour:

- Ask guests how long they are planning to stay:
  - **Short-Term** guests only need a basic tour, but you can offer additional information later if needed
  - **Long-Term** guests may need extra information to assist them in their stay. Please take time to ensure these guests understand food storage policies, shuttle schedules, and where to find Guest Engagement programming
- Offer to leave bags on a luggage cart or at the Front Desk while you conduct a tour
- Be mindful of guest behavior and adjust your tour strategy if needed:
  - For example, a guest who is not making a lot of eye contact or who looks flustered or upset may only have the energy for a quick tour. Assure the guest that staff and volunteers are available to offer more information at any time; they can always come back later to finish their tour!
- Ask questions! You can adjust your tour based on the answers you receive to give only relevant information. Example questions include:
  - Does anyone in your party smoke?
  - How do you plan to travel to your appointments/hospital?
  - Do you plan on cooking during your stay?

## Tour Cheat Sheet

- Wi-Fi – password: homeaway

### First Floor

- Key – Show how to use, Intercom
- Front Desk – Office is staffed 24/7, Check in starts at 3pm, Check out by 10am
- Shuttle Waiting Area – see manager regarding Uber & hospital parking/vouchers
- Vending Machines & Starbucks – guests must have key to get back into Family House
- Restrooms & ATM
- Living Room – seating, TV, piano, puzzles and games
- Library – organized by genre and alphabetically by author's last name
- Patio – Grills and fire pit, no smoking/vaping
- Information Station – Shuttle schedules, maps, toiletries/donations, take-out menus
- Kitchen, Breakfast Bar & Dining Area
  - Coffee, juice, Ice/Water machine, dishwashers
  - Breakfast every day, 6:30am – 8:30am
- Food Storage Area – Food lockers, Guest fridges, Pantry, Community Fridges
- Smoking area and Service Dog Relief Area
- Housekeeping Office & Linen Exchange – Housekeeping Office is open 10am – 5pm for linen exchange. Linen request forms are available outside of operating hours

### 2<sup>nd</sup> Floor

- Exercise Room – off the elevators to the left

### 6<sup>th</sup> Floor

- Reflection and meditation lounge

### Guest Floors

- Lounges – Ice & Water Machine available 24 hours a day
- Laundry Rooms – Detergent, Change machine

## Volunteer Policies and Procedures

### Volunteer ID

All volunteers receive a volunteer nametag for identification purposes. Please wear your nametag anytime you are representing Family House as a volunteer.

### Conduct

Volunteers agree to:

- Take their commitment seriously
- Conduct themselves in a professional manner with staff, co-volunteers, and our guests
- Maintain a positive attitude
- Keep all guest information confidential
- Be friendly, warm, and courteous to guests and community members, and put them at ease
- Ask the staff for assistance with any questions to which you are not sure of the correct answer

### Attendance

We ask that volunteers commit to at least two shifts per month. Volunteers may sign up to be “floaters,” but regular schedules are recommended. If you cannot keep to your scheduled shift, please remove yourself from the shift on Bloomerang and notify the Volunteer Coordinator as soon as possible.

Volunteers are asked to sign in upon arrival through the Bloomerang app. Upon completion of service, please sign out. Conscientious efforts to this important detail will enable us to maintain accurate records. In case of an emergency, the Volunteer Coordinator will use Bloomerang to verify who is in the building.

### Proper Dress

Volunteers are asked to convey a professional public image, and overall appearance should be business casual. Comfortable shoes are encouraged, as volunteers can spend extended amounts of time on their feet. Close-toed and slip-resistant shoes, such as tennis shoes or dress shoes are a great option. Items such as graphic tees, hoodies, ripped jeans and sweatpants are not proper attire for volunteering at Family House. In addition, the following items are prohibited:

- Tight or revealing clothing such as bike shorts, tank tops, crop tops or halter tops that show the midriff
- Attire that would be suitable for the beach, yard work, to attend a nightclub or exercise in (including but not limited to athletic shorts or skirts with an inseam of less than 6”)



### **Volunteer Personal Property**

Family House is not responsible for loss, theft, or damage of personal items. Volunteers are advised not to bring excessive amounts of cash or valuables with them. Personal items can be stored in the Front Office closet or Staff/Volunteer Bag drawer located to the left of the Volunteer Coordinator workspace.

### **Volunteer Service Record**

Volunteer service records are a method of reporting and documenting volunteer hours. This documentation is often used by nonprofits in board reports to obtain funding. It is important for volunteers to properly track their hours by checking in with the Family House volunteer management system, Bloomerang, every time they participate in a volunteer activity.

*Please ask the Volunteer Coordinator if you need help downloading or logging in to Bloomerang.* If documentation confirming volunteer hours are needed for any reason, please ask the Volunteer Coordinator.

### **Suggestions**

Make suggestions! Family House is constantly working to improve our operations and policies to better the organization. We rely on our community to help us fill gaps and find opportunities to make our work more impactful. Suggestions can be made to the Volunteer Coordinator. Please refrain from directing feedback to members of the Front Desk or other departments during your shift.

### **Harassment Policy**

Family House's policy is to provide a safe environment that is free from harassment. Therefore, Family House does not tolerate harassment based on age, race, gender, gender-identity, color, religion, national origin, disability, marital status, covered veteran status, sexual orientation, status with respect to public assistance, and other characteristics protected under state, federal, or local law. This policy applies to all Family House employees, volunteers, clients, customers, guests, vendors, and persons doing business with the organization.

### **Smoke-Free Environment**

Smoking or vaping is not permitted at any time in Family House's work areas. Smoking and vaping are allowed only in the designated smoking area (located in the Baum parking lot). Smokers must be at least 25 feet away from doors and building entrances. Smokers should be considerate of employees, volunteers, guests, and members of the public. Help to maintain a clean entryway by depositing cigarettes in appropriate containers and staying far enough away from doors so that smoke does not blow into the building.

### **Confidentiality**

Family House expects and requires all volunteers, staff and contractors to keep confidential any sensitive or proprietary business-related information belonging to Family House which has not

been released to the public domain or generally made known to all stakeholders. The confidentiality policy includes the sharing of private information between staff and volunteers. Such information includes but shall not be limited to:

- Donor information such as donation amount, addresses, telephone numbers or other personal information
- Disclosure of information which could defame, damage or reasonably damage the reputation of Family House or its relationship with customers/guests
- Confidential information of guests, volunteers or employees including but not limited to addresses, phone numbers, donations or personal/medical information

### **Discipline Policy**

Family House's Volunteer Program encourages growth and improvement, rather than focusing on punishment and negative feedback. Volunteers who commit minor violations of policy and procedure will be verbally counseled to achieve acceptable compliance. Continued violations could result in additional counseling or dismissal. Serious violations (abusive, threatening, or harassing behavior to staff, guests or fellow volunteers; disclosure of confidential information, etc.) could result in the immediate termination of service.

### **Volunteer Dismissal**

Family House reserves the right to terminate any volunteer relationship at the discretion of the Executive Director, with written notice. Grounds for dismissal may include, but are not limited to:

- Violation of program policies and procedures
- Being under the influence of alcohol or drugs while performing volunteer duties
- Theft of property or misuse of program equipment or materials
- Mistreatment or inappropriate conduct toward guests, other volunteers or staff members
- Loss of clearances

### **End of Volunteer Service Policy**

If you wish to end your volunteer position for any reason, please communicate with the Volunteer Coordinator as soon as possible. You can do this in person, by email or by phone. We may ask you to fill out a written exit survey. This provides valuable feedback to improve our program.

### **Returning Volunteer Policy**

Individuals who leave or take a leave of absence will be removed from the active volunteer and email lists. They must notify the Volunteer Coordinator of any desire to return to volunteering before actively doing so. These individuals are subject to re-admittance via the Volunteer Coordinator. They may also be subject to additional training.

They will only be placed on the active volunteer email list providing they can commit to a month or longer of returned service. Approval of return reinstates the requirement to adhere to all volunteer policies. Volunteers who do not adhere to the policies and procedures of the Family House or who fail to satisfactorily perform their volunteer assignment may be dismissed from the program.

If a leave of absence is more than 6 months, the returning volunteer will need to shadow at least one shift/volunteer before being put on the schedule, to become aware of new policies and procedures. A returning volunteer may be subject to a new background check.

## Emergency Action Plan

Family House's priority is the health and safety of our volunteers, guests and staff. Please become familiar with the following Emergency Guidelines.

### General Guidelines in an Emergency

- Stay calm and think through your actions.
- Know important emergency numbers:
  - Fire/Police/Ambulance: 911
  - Front Desk: (412) 578-8650
  - Volunteer Coordinator: (412) 647-5808
- Be aware of your surroundings:
  - Know where stairwells, exits and fire extinguishers are located
  - In the event of any emergency, leave the building via the closest exit
  - **Should an event occur that would require evacuation**, employees and volunteers are to meet across the street at Morrow Park (in front of the First United Methodist Church)
- Know the locations of safety equipment:
  - **AED Machines** (defibrillators)
    - located off elevators to the right on every guest floor
    - to the right of the breakfast bar in the first-floor dining room
  - **Fire Extinguishers**
    - 4 on each guest floor, evenly spaced on the walls
    - 2 on the first floor, wall to the left of the free pantry/cubbies
  - **Phones** are located on every guest floor, off the elevators to the right (adjacent to the AED machines). Call the Front Desk using Option 1 on speed dial.

### Fire Emergency Evacuation:

- Employees, volunteers and visitors are notified of a fire by the fire alarm system
- Upon hearing the alarm, immediately evacuate the building using the closest exit
- Do not delay evacuation to get your coat, personal belongings, finish a phone call, or wait for friends
- Meet across the street at Morrow Park (in front of the First United Methodist Church)
- If any employee or volunteer is missing, immediately report the missing person's name to a Director who will in turn report it to the proper company and civil authorities

- All employees and volunteers should stay together so periodic updates on the situation can be communicated
- Do not go home, wait in your car, return to the building, or go to another building unless instructed to do so by a Senior Director.

### Medical Emergency:

Medical emergencies are an unfortunate reality for any organization associated with the healthcare industry. These guidelines are meant to assist volunteers in assessing the appropriate reactions to a medical emergency while volunteering at Family House. If you are unsure how to manage a medical emergency, **ALWAYS ALERT A STAFF MEMBER.**

Please be familiar with the following guidelines:

- If a caregiver is present, ask them to call 911.
  - Caregivers are often better equipped to communicate patient medical history to first responders.
  - With caregivers talking to 911, volunteers should alert the Front Desk using either a cell phone or a guest-floor phone.
- If a caregiver is not present, alert the Front Desk using either a cell phone or a guest-floor phone. Then hang up and dial 911 (if appropriate for the severity of the emergency).
- Stay with the ill/injured person unless directed otherwise. Be careful to avoid any bodily fluids unless properly trained and protected.
- Under no circumstances are volunteers allowed to provide any medical support or service to a guest.

# Appendices

## VOLUNTEER DAILY CHECKLIST

Date:

Use this checklist to keep track of what tasks need to be done today. If there are no volunteers for other shifts, please try to complete tasks designated for the day, time permitting.

Please note that full explanations/steps of these tasks are in the Volunteer Handbook.

**REMINDER:** This is not an exhaustive list of tasks. Volunteers should always be on the look out for other things that need tidied, cleaned, reset, and made orderly.

MORNING SHIFT 11:30AM - 3PM	
<b>Cubby Keys:</b> Sanitize cubbies & baskets, return keys to Front Office; notify Front Office of any missing baskets	
<b>Community/Leftover Fridges:</b> check dates, discard food, organize & consolidate food; sanitize shelves, handles, doors	
<b>Lounges:</b> restock supplies in cabinets, reset space (furniture, puzzles, magazines, etc)	
<b>Room Checks:</b> list provided by Front Desk; check rooms for cleanliness & supplies are stocked	
<b>Fresh Food Donations:</b> (Panera-Tuesdays, Bruegger's, Starbucks, etc) individually wrap in plastic wrap or ziploc bags; put in baskets for Breakfast Bar/kitchen island	
<b>Huddle Support:</b> (1:15pm-1:35pm) sit at Front Desk to answer guest questions and open the front door while Front Office Staff has their daily huddle	
<b>Group Dinner/Event:</b> clear off kitchen island & breakfast bar before 3pm	
AFTERNOON SHIFT 3PM - 6PM	
<b>Guest Tours:</b> Provide tours to guests who have checked in; <i>these should always come before other tasks</i>	
<b>Notices:</b> slip folded notices into door jamb of appropriate rooms (from Front Desk)	
<b>Kitchen Pantry:</b> check expiration dates, organize/tidy shelves, restock from Break Room	
<b>Break Room:</b> unpack & organize donations, write Best By/expiration dates on top of cans or circle on boxes; arrange chronologically for pantry-stocking purposes	
<b>Women's 1st Floor Restroom:</b> stock feminine hygiene products	
<b>Group Dinner/Event:</b> acclimate volunteers to the kitchen, bathrooms & other necessary areas	
EVENING SHIFT 6PM - 9PM	
<b>Guest Tours:</b> Provide tours to guests who have checked in; <i>these should always come before other tasks</i>	
<b>Fitness Room:</b> (2nd Floor) Sanitize exercise machines, reset space, check stock of cleaning supplies	
<b>Library:</b> organize books by author last name, tidy and sanitize desk	

<b>Plants/Flowers:</b> Check plants & flowers in living rooms & lounges (do they need to be watered, pruned, thrown away)	
<b>Grab &amp; Go Bags:</b> If we have G&G Bags, put some (6-8) into a basket and set on Sirvasha's desk; these will be put out with breakfast	
<b>Group Dinner/Event:</b> be available to answer questions from group, remind of policies & procedures for clean up; tidy and sanitize kitchen & dining room after group departure (if necessary)	

<b>EVERGREEN TASKS</b> (to be checked and completed every shift)	<b>AM</b>	<b>MID</b>	<b>PM</b>
<b>Need One, Take One:</b> restock toiletry donations from drawers in Front Office; no more than 3 of any item, put out near the end of each shift (refill only once per shift)			
<b>Kitchen:</b> sanitize all surfaces (counters, sinks, island, breakfast bar, coffee/water station, small appliances, inside of microwaves)			
<b>Kitchen:</b> load dishes into dishwasher & run; unload & put away clean dishes			
<b>Information Shelves:</b> organize/restock info sheets & packets, dust/sanitize shelves			
<b>Lobby/Living Rooms:</b> tidy pillows, reset furniture, organize/discard old magazines (3 months/seasonal), organize puzzle & game area			

#### Notes to other Volunteers:

#### Notes to Volunteer Coordinator:



## TOUR CHECKLIST

### ❖ KEY

- How to use
- Intercom in vestibule
- Wave mechanism for front door
- Capital Campaign Wall

### ❖ FRONT DESK

- Staffed 24/7

### ❖ LEFT HALLWAY

- Vending machines
- Starbucks (access via key card)

### ❖ LOBBY

- Different historical pieces
- Shelf with menus, activities, Need One Take One, bus schedules

### ❖ LIVING ROOM/LOUNGE AREAS

- Seating, piano, puzzle/game area

### ❖ DINING AREA, BREAKFAST BAR

- Coffee and ice/water machines available 24/7
- Grab & Go breakfast 6:30-8:30, 7 days a week
- Board where meals will be posted

### ❖ SHUTTLE AREA

- Seating area while waiting for shuttle
- Schedules on the wall and shelf in living room

### ❖ KITCHEN

- Available to all guests
- Expectation to clean up/do dishes after

### ❖ PANTRY

- Available to all guests
- Volunteers check dates, supplies stocked
- Cubbies: front desk manages keys
  - Basket inside is for fridge use
  - Fridge space assigned by cubby #
    - All food must be in a basket
  - All food labeled with Name, Room Number, Date

- Community fridges
- Dinner leftover fridge
- ❖ SMOKING
  - Area outside back door, key to get in
- ❖ HOUSEKEEPING OFFICE & LINEN EXCHANGE
  - Housekeeping office open 10am-5pm for linen exchange
  - Outside of those hours, guests can request fresh linens with the form on the HK door
  - Bathrooms, kitchens and kitchenettes are cleaned every 7 days
- ❖ COMMUNITY ROOM
  - Utilized for meetings, events and guest activities
- ❖ LIBRARY
  - Keep neat by volunteers
- ❖ ELEVATORS
  - Programming boards
  - Exercise room
  - Floor lounges
  - Laundry rooms

Wifi

Security – outside gate

Firepit key – FO

Art from old houses

Sanitize

Dish washing (pots and pans by hand)

Cubby and basket match numbers

Pen on community fridges for labels

Keys – do you want me to show you

Shuttle – drop off and pick up at the same spot



## FAMILY HOUSE

### CONFIDENTIALITY AGREEMENT

I understand my responsibility as a Volunteer at Family House is to ensure that all rules of strict confidentiality are observed. All donor/guest/employee lists are property of Family House. All donor/guest/employee lists should be treated as physical property and considered highly confidential. Therefore, I agree not to disclose any confidential information to parties while volunteering at Family House or after I leave.

I also understand that any breach of confidence of these records will be cause for immediate dismissal. I understand that I may have access to confidential medical information both written and oral.

I further agree that I will neither disclose to any unauthorized individual nor use for my personal benefit during or after my volunteering, any information relating to Family House's confidential information unless specifically authorized in writing by the Family House Executive Director.

I will promptly deliver to Family House upon voluntary or involuntary separation as a volunteer with Family House or at any time that it may request: manuals, lists, forms or other printed and/or electronic information of a confidential nature belonging to Family House.

If I become aware of any confidential information being disclosed (even inadvertently) I will inform the Volunteer Coordinator immediately.

Name: \_\_\_\_\_

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

Date: \_\_\_\_\_