



Ronald McDonald
House Charities®
Oregon & Southwest Washington

VOLUNTEER AGREEMENT

- Release of Liability
- Confidentiality Agreement
- Non-fraternization Policy
- Volunteer Guidelines

RELEASE OF LIABILITY

Volunteer and his/her/their assignees, heirs, distributees, guardians, and legal representatives will release, defend, indemnify, keep and hold harmless the Organization, its employees, agents and other volunteers, from all damages, judgments, expenses (including reasonable attorney fees) costs or liabilities in law or equity arising from or in any way related to Volunteer's activities, services, or duties as a volunteer under this Agreement or for any negligent act or omission by the Organization, its officers, directors, employees, and agents, or suffered because of the injury to, or the death, of any person or persons, or because of damage to property that may arise out of, or as a consequence of, Volunteer's negligent or intentional acts while engaging in activities, services, or duties as a volunteer under this Agreement.

CONFIDENTIALITY AGREEMENT

As a volunteer for Ronald McDonald House Charities® of Oregon and Southwest Washington (RMHC), I realize that I may come into contact with confidential or proprietary information of RMHC. I understand that I may not share confidential or proprietary information with anyone other than an RMHC officer, volunteer, or employee. Confidential or proprietary information includes, but is not limited to: House guest and family member identity, personal, medical and financial information; RMHC financial, personnel, strategy, and operational information; and RMHC donor identity, personal and financial information. I realize that any such disclosure may place both RMHC and me at risk.

I understand that I am encouraged to share the positive experiences I have while volunteering for RMHC with friends, family and community members. However, I will avoid disclosing to any unauthorized person any information of a personal, private, or confidential nature about the families who call the Ronald McDonald House their "home away from home."

If anyone should contact me and request what I believe to be confidential or private information, I will immediately refer them to an RMHC staff member.



NON-FRATERNIZATION POLICY

All volunteers must maintain a professional relationship with all families staying at the Houses. All families must be treated equally, and no family should feel left out or given the impression that another family receives special treatment. Maintaining a professional relationship will help to protect families and volunteers from accusations of inappropriate behavior – whether real or imagined. It is understandable that volunteers have compassion for the families that stay in the Houses, however, volunteers are there to support families through their times of crisis and to do so without real, implied or imagined social obligations.

1. General: Volunteers may not engage in any social activity with current House guest families, either during normally scheduled working hours, or during off-duty hours without the prior approval of their supervisor. Volunteers may interact with House guests while participating in regularly scheduled House activities and programs, such as the family meal program and Fun Junction.

2. Communications: Because the nature of the relationship between volunteers and guests depends upon the volunteer's responsibilities, policies are slightly different for Operations versus Development volunteers.

a. All volunteers:

- i. Volunteers may not engage with guests on private social media accounts, including friending on Facebook and following on Instagram.
- ii. Volunteers may provide current guests with their work email addresses and work telephone numbers.
- iii. Volunteers may communicate with current guests via the RMHC Facebook account.
- iv. Volunteers may access a family's public, medical-related site, such as Caring Bridge.
- v. Any personal contact that has been established by volunteers prior to the effective date of this policy may remain in effect.
- vi. Any personal contact that predates an individual becoming a guest at the Ronald McDonald House may remain in effect.
- vii. Any volunteer who feels that special circumstances justify making an exception to this policy should talk with his/her/their supervisor.

b. Operations volunteers:

- i. Operations volunteers may not provide current guests with any personal contact information, including, but not limited to, personal telephone (including cell phone) numbers and personal email addresses.
- ii. Prior to providing a past guest with any personal contact information, the Operations volunteer must get the approval of the Operations Management.



c. Development volunteers:

- i. Development volunteers may provide current and past guests with personal contact information if they feel it is appropriate, provided they obtain permission from a supervisor; for example, when a guest is making a personal appearance at a fundraising event.

3. Gifts:

- a. Individual volunteers may not accept a personal gift from a family valued at more than \$25. Volunteers may accept gifts from families that are meant to be shared with all volunteers.
- b. Individual volunteers may not accept a tip or gratuity from a family. Anyone offered a tip or gratuity should express their appreciation, and suggest that the family instead make a donation to RMHC.
- c. Individual volunteers may not give personal gifts to families staying at the House, unless all families have the opportunity to receive the same gift.
- d. Individual volunteers may donate items to be shared by all families staying at the House.

4. Hospital visits: On occasion, volunteers may be asked to visit an ill child in the hospital. Volunteers are welcome to do so within certain parameters:

- a. Volunteers may not visit an ill child unless specifically requested by the child's parent or legal guardian.
- b. When visiting an ill child, volunteers should notify the Volunteer Manager prior to doing so.

5. Funerals: On occasion, volunteers may be asked to attend the funeral for a child who has passed away. Volunteers are welcome to do so within certain parameters:

- a. Volunteers should not attend a child's funeral unless specifically requested by the child's parent or legal guardian.
- d. When attending a child's funeral, volunteers should notify the Volunteer Manager prior to doing so.

6. Any volunteer who violates this policy is subject to disciplinary action, up to and including termination or dismissal.

VOLUNTEER GUIDELINES

Age Requirements: Volunteers must be at least 16 years of age to volunteer at the House unsupervised. Children 8-12 years old may volunteer with an adult, but cannot volunteer in the kitchen or participate in baking or meal preparation. Children 13-15 years old may volunteer in the kitchen and all parts of the House but must have adult supervision at all times.



Illness: Anyone with symptoms of illness *should not* enter the house. You must be symptom free for at least 48 hours before coming to the House. Symptoms of illness may include: sore throat, runny nose, watery eyes, fever, chills, unexplained rash, achiness, nausea, vomiting or diarrhea. Anyone who has recently been exposed to chicken pox, measles, shingles, TB, hepatitis or E.Coli *may not* be inside the House or interact with guests. Bring any health concerns to your Volunteer Manager.

Volunteers Accepted Based on RMHC Needs: RMHC accepts the service of volunteers based on our needs at any given time. RMHC may at any time, for any reason, decide to terminate a volunteer's relationship with RMHC or to make changes in the nature of any volunteer assignment. Volunteers may also at any time, for any reason, choose to end their relationship with RMHC and should notify their Volunteer Manager promptly.

Dress: Volunteers should wear clothes that are appropriate for the job they will be performing. Clothes should be clean, modest, and comfortable.

Guest Rooms: Volunteers may not be alone with any families in their guest room. Only staff will authorize entrance into family's room. Under certain circumstances, such as preparing a room for check-in or when repairs are needed, a volunteer may be asked to enter a family's room to perform a needed task.

Appropriate Physical Contact: Only guests should initiate appropriate physical contact. Volunteers should be aware that every person has different levels of comfort with physical contact and it may vary day to day. It is completely appropriate to ask the guest if they would like physical contact (a hand to hold, a hug, etc.). Always be respectful of their answer and their boundaries – do not take it personally. When interacting with a child, remember that both parents and children have their right to decline physical contact. Be respectful and always ask both the parent and child if physical contact is ok.

Volunteers also have the right to determine their own comfort with physical contact. It is important for volunteers to voice their own feelings and concerns about touch that is received from other volunteers, staff, or guests. If, at any time, a volunteer is uncomfortable with any situation involving physical contact, the volunteer should immediately consult a staff member.

Religious or Political Beliefs: Ronald McDonald House is a secular organization. We serve families from all faiths and backgrounds. Please do not initiate conversations regarding religious or political beliefs. If you are engaged in a conversation by a guest, remain respectful and do not expound on your own personal religious or political beliefs.

Grievance Procedures: We want the Ronald McDonald House to be an environment of caring and support. We encourage you to bring any questions, concerns or complaints to our attention. If a volunteer has a problem with another volunteer, a staff member, or a guest they are urged to speak with the Volunteer Manager, House Manager, Community Engagement Manager, or trusted staff member who will respond accordingly. If the volunteer does not receive an adequate response or intervention, volunteers should bring the issue to the attention of the Chief Operations Officer.

Resignation: Volunteers may resign for any reason, at any time. When possible, we request that you provide at least two weeks' notice to your Volunteer Manager.



Termination: We expect our volunteers to exemplify respectful behavior. Volunteers may be terminated for the following reasons, including, but not limited to: destruction or damage to RMHC property or supplies, or the property of employees, guests, or volunteers; stealing or removing RMHC property, or the property of employees, guests, or a volunteer without permission; lying or giving false or misleading information when applying for a volunteer position; bringing or possessing firearms, weapons, or other hazardous or dangerous devices or substances; harassing, threatening, intimidating, or coercing staff, guests or volunteers.

Discrimination & Harassment: RMHC does not discriminate based on race, gender, national origin, age, religion, sexual orientation (including gender identity), disability or any other status or characteristic that is protected by applicable nondiscrimination laws. Staff and volunteers are expected to conduct themselves with maturity and professionalism in all they do. Engaging in harassing, discriminatory or other objectionable behavior, including epithets, jokes, and hostile or degrading comments, is subject to discipline, which may include immediate dismissal.

If a volunteer feels *they* are being harassed or discriminated against in any way, they should consult their supervisor, or another RMHC staff member, immediately.

Smoke & Scent Free Policy: The hospital campus, including Ronald McDonald House, is smoke and scent free. The burning of incense and candles is prohibited. Since many patients are very sensitive to strong smells we ask that you do not wear any perfume or cologne. If you smoke, please take steps to eliminate any residue or smells before coming to the House.

Weapons and Dangerous Devices: No volunteer may possess a firearm, weapon, or other dangerous device on RMHC property. This includes volunteers who have concealed weapons permits.

Alcohol & Drug Policy: RMHC promotes a workplace free from the influence of drugs and alcohol. Working under the influence of alcohol, illegal drugs, or misused prescription drugs and other related conduct threatens the safety of other volunteers, employees and House guests. RMHC prohibits volunteers from consuming alcohol or being under the influence of alcohol during working time.

Driving RMHC Vehicles: Volunteers with a valid driver’s license and good driving record may drive an RMHC provided vehicle with permission. Using a personal vehicle to transport guests is prohibited. Transporting a child requires a parent or guardian to be present and an appropriate car seat.

I have read this release and understand and agree to its terms. In responding to this question I affirm that I am at least 18 years of age, or the parent/guardian of the volunteer.

Signature of Volunteer/Parent or Guardian of Volunteer

Date