



Villa Esperanza Services Volunteer Application

Welcome to Villa! We are delighted that you are interested in volunteering here and helping to support our very special children, adults and seniors. In order to get started, please complete the following 8 page application form.

Included in this packet are 6 forms which need to be read thoroughly, signed and dated: **Volunteer Service Agreement, Confidentiality Policy/Agreement, Dependent Adult and Child Abuse Guidelines/Policy, Volunteer Acknowledgement and Waiver Form, and Photography Policy and Photo Release Form.** If you are under age 18, forms need to be signed by a parent or guardian as well as the volunteer.

If you will be volunteering in a program where you will be working directly with our children or adults, you will need to provide documentation of a TB test current within the last 4 years of your volunteer start date.

Please contact us at the number below when you are ready to learn more or get started:

Lindsey Harrison
Volunteer and Special Events Coordinator
(626) 449-2919 Ext. 162
LHarrison@VillaEsperanzaServices.org

Please fill out your name and date, but do not fill out the rest of this page; it is for office use only.

Name: _____ Date: _____

For Office Use Only (You do not have to fill out.)

- | | |
|--|--|
| <input type="checkbox"/> Volunteer Application & Volunteer Service Agreement | <input type="checkbox"/> TB test current within the last 4 years |
| <input type="checkbox"/> Volunteer Confidentiality Policy/Agreement | <input type="checkbox"/> TB test not required |
| <input type="checkbox"/> Dependent Adult & Child Abuse Guidelines/Policy | <input type="checkbox"/> Tour |
| <input type="checkbox"/> Volunteer Acknowledgement & Waiver Form | <input type="checkbox"/> Volunteer Orientation: |
| <input type="checkbox"/> Social Media Code of Ethics | Date: _____ |
| <input type="checkbox"/> Prohibited Conduct Policy | <input type="checkbox"/> Data Entry |
| <input type="checkbox"/> Photography Policy & Photo Release Form | |

Placement: _____

Schedule: M_____ Tu_____ W_____ Th_____ F_____ Other_____

Start Date: _____

Program/Dept. notified: _____

Notes: _____



VILLA ESPERANZA SERVICES

Where Hope is Hard at Work for Individuals with Intellectual/Developmental Disabilities

Villa Esperanza Services Volunteer Application

Name: _____ Date: _____
(Please print clearly)

Address: _____
City Zip

Phone:
Home:(____) _____ Work:(____) _____ Cell:(____) _____

Email: _____ Date of Birth: ____/____/____

CA Driver's License/I.D. #: _____ Social Security (last 4 #s): _____

If you are crediting these hours to a specific school or organization (i.e. Loyola High School, USC, Boy Scouts, etc.), please list it here:

How did you learn about Villa? [] Internet [] Friend [] School/Organization
[] Other: _____
(Please explain)

Emergency Contact: _____ Contact Relationship: _____

Emergency Contact Phone: _____ Cell Phone: _____

Please check ALL of your areas of interest:

Direct Services: Working with developmentally disabled individuals

[] Children & Youth Programs [] Adult Day/Work Programs

Indirect Services:

[] Office/Clerical [] Fundraising

When would you like to volunteer? (i.e. how often, days of the week, time of day, etc.)



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Special skills you can share: (piano, crafts, sports, hobbies, design, etc.)

Please explain how you became interested in volunteering at Villa Esperanza Services:

Please describe what you are looking to get out of this experience:

Have you ever been convicted of a crime? Yes No If Yes, please explain:

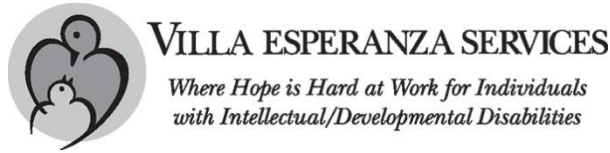
Signature: _____ Date: _____

Print Name: _____

Parent/Guardian Signature: _____ Date: _____

(If volunteer is under 18)

Parent/Guardian Print Name: _____



Volunteer Service Agreement

As a volunteer for Villa Esperanza Services, I agree to comply with the following procedures put forth by Villa Esperanza Services. I understand and agree to the following:

- I agree to adhere to the volunteer confidentiality Policy/Agreement and the Dependent Adult & Child Abuse Guidelines/Policy.
- I understand that, once accepted, Villa relies on me to fulfill my commitment. I agree to call the Volunteer Coordinator or my designated supervisor if I am unable to be present for my placement.
- I also understand that acceptance into the Villa volunteer program does not guarantee me an ongoing placement and that it is within Villa's discretion to continue or terminate my agreement.
- I agree that my services are donated to Villa without contemplation of compensation or future employment. I also understand that I will not be entitled to unemployment benefits upon termination of the agreement.
- I understand that as a Villa volunteer I will have the opportunity to evaluate my placement and Villa's volunteer program. I also understand that, as a volunteer, I may be evaluated.
- I understand that I must adhere to Villa's policies including: volunteer guidelines & expectations, drug-free work place & non-smoking policy, safety guidelines including participation in safety drills.
- I understand and agree as a Villa volunteer to adhere to the Clients Rights and Denial of Rights protocol which states that an adult (age 17 and over) with developmental disabilities is considered to have the same rights and responsibilities as any other adult unless specific rights have been withdrawn by legal proceeding. Furthermore, I agree to treat all Villa participants with dignity and respect.
- I understand that if I am hurt or injured while volunteering at Villa, I will notify my immediate supervisor and complete a volunteer incident report.

My signature below verifies that I have read and agree with the content of this volunteer agreement and that I have received a copy for my records. My signature also certifies all information which I have given to Villa Esperanza Services to be true and accurate to the best of my knowledge. I herein give permission to Villa Esperanza Services to verify any information which it deems necessary to determine my qualifications for volunteering.

Signature: _____ Date: _____

Print Name: _____

Parent/Guardian Signature: _____ Date: _____
(If volunteer is under 18)

Parent/Guardian Print Name: _____



Volunteer Confidentiality Policy/Agreement

Villa Esperanza Services strives to have an innovative and strong volunteer program. With the achievement of this goal in mind, Villa Esperanza Services has developed a confidentiality policy, which all volunteers must adhere to. The Volunteer Confidentiality Policy/Agreement is as follows:

- As a volunteer, I understand that the success of this program is based on the trust and respect developed between myself and those I work with.
- I understand that the volunteer opportunities at Villa Esperanza Services require that as a volunteer, I may often interact with clients, families, vendors, employees and others. I understand that during these interactions, I may be exposed to information, personal or otherwise about these parties.
- I understand that it is my responsibility as a volunteer to respect the privacy of the clients, families, vendors, employees and others.
- To ensure confidentiality, I understand that any information about a particular client can only be disclosed to my supervisor or other designated personnel of Villa Esperanza Services.
- Information in documents or other sources is also considered confidential and is subject to this confidentiality policy.
- I agree that, should any issues arise that are beyond my volunteer job scope or training, it is my responsibility to share such information with my supervisor or designated Villa Esperanza Services personnel.
- I understand that my failure to comply with the Villa Esperanza Services confidentiality policy will be considered grounds for immediate termination.
- I understand and agree that upon the completion or termination of my volunteer service with Villa Esperanza Services, I will maintain all information about the aforementioned parties in the strictest of confidence.
- I recognize and understand that any unauthorized release of confidential information is a misdemeanor and is punishable by law.

My signature below verifies that I have read, understand and agree to the terms and conditions stated above.

Signature: _____ Date: _____

Print Name: _____

Parent/Guardian Signature: _____ Date: _____

(If volunteer is under 18)

Parent/Guardian Print Name: _____

Dependent Adult and Child Abuse Guidelines/Policy

Villa Esperanza Services recognizes that its children, adults and seniors are vulnerable to abuse and therefore has developed guidelines for you as a volunteer to utilize during your interaction with clients and families, and a strict mandated reporting policy.

Our families need you. Your care and concern for them is exactly why we do not want you to place yourself in a compromising situation. We do not want to stifle the enjoyment or satisfaction you receive from volunteering, but want to help you to continue to enjoy helping others. If you have any concerns or questions, now or in the future, please contact your supervisor or the Volunteer Coordinator.

The following guidelines are for your protection:

Report to work only when you are assigned to volunteer, or have received authorization from your direct supervisor or the Volunteer Coordinator.

- Always record your full time (time of arrival/time of departure).
- Always consider your actions within the frame-work of the client’s age and sex, and the circumstances.
- Physical contact with clients should be approached cautiously.
- Visiting clients on your own time is discouraged. However, if there is a need for additional visits, other than what has been assigned, notification must be given to/and approved by the Volunteer Coordinator prior to your visit.

As a volunteer for Villa Esperanza Services you are required to report any knowledge or suspicions of any abuse to your supervisor immediately. The supervisor will then take the appropriate action as required by the law. If no supervisor or Villa personnel is available, please contact the necessary entities as required by law.

Definition of Abuse:

- “Physical abuse” refers to any physical motion or action (e.g. hitting, slapping, punching, kicking, pinching) by which bodily harm or trauma may occur. It includes use of corporal punishment as well as the use of any restrictive, intrusive procedure to control inappropriate behavior for the purpose of punishment.
- “Verbal abuse” refers to any use of oral, written or gestured language by which abuse occurs. This includes pejorative and derogatory terms to describe persons with disabilities.
- “Psychological abuse” includes, but is not limited to, humiliation, harassment and threats of punishment or deprivation, sexual coercion, intimidation, whereby individuals suffer psychological harm or trauma.

I have read the above Dependent Adult and Child Abuse Guidelines/Policy and understand my responsibility for both my behavior when interacting with clients, and my obligation to report any knowledge or suspicion of abuse. My signature below verifies that I fully understand and will adhere to the California State law and the Villa Esperanza Services policy.

Signature: _____ Date: _____

Print Name: _____

Parent/Guardian Signature: _____ Date: _____
(If volunteer is under 18)

Parent/Guardian Print Name: _____



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Villa Esperanza Services Volunteer Acknowledgment and Waiver Form

I certify that I am offering my services to Villa Esperanza Services on a volunteer basis. I understand that I will receive no pay, benefits or other privileges of employment of any kind for my services. I further understand that I am not eligible for unemployment compensation benefits when my volunteer assignment ends.

I certify that I am not employed by Villa Esperanza Services, and I am performing the volunteer assignment for civic, charitable or humanitarian reasons.

Signature: _____

Date: _____

Print Name: _____

Parent/Guardian Signature: _____
(If volunteer is under 18)

Date: _____

Parent/Guardian Print Name: _____

Volunteer Code of Ethics Regarding Social Media

Villa may provide social media venues that encourage collaboration with staff members, individuals, vendors, and other industry professionals. The primary goal of these venues is an interactive exchange of ideas in the pursuit of professional and personal development. In addition, Villa volunteers may create or use personal social media such as personal blogs, Facebook, LinkedIn, Myspace, Twitter, Snapchat, YouTube and others that mention or discuss Villa. It is important with regard to these uses of social media that the following procedures are adhered to:

- No confidential or proprietary information regarding Villa or its clients may be shared at any time. This includes private information with regard to individuals served, co-workers or other business associates and confidential company information such as revenue sources, business performance, future plans, or employee compensation.
- Volunteers creating or using a personal website or blog or other non-Villa social media to discuss our organization or its positions or policies are required to receive prior written authorization to do so from the Chief Executive Officer or the Vice President of Development. In such a case, volunteers must make clear they are representing their own views and not that of Villa. The following disclaimer may be used: "I am a volunteer of Villa Esperanza Services. The statements or opinions expressed are my own and do not necessarily represent those of Villa Esperanza Services."
- Villa sites may not be used to endorse any outside person, product, service or organization. External links on Villa sites to other sites may only be used with the written authorization from the Chief Executive Officer or the Vice President of Development.
- If a volunteer uses social media as the primary purpose of which is not to discuss Villa (such as Facebook, or LinkedIn), but on which their connection to Villa is ascertainable, the volunteer's conduct must be consistent with professional standards of Villa. In discussing Villa or its positions or policies on such sites, volunteers must be clear that they are representing their own views and not those of Villa.
- Dishonorable conduct on any social media such as harassing or intimidating language or racial, ethnic, sexual, sexual orientation, religious or physical or mental disability slurs is not consistent with the policies of Villa and will not be tolerated.
- Villa logos, trademarks or proprietary graphics may only be used with the written authorization from the Chief Executive Officer or the Vice President of Development.
- It is against Villa policy to photograph or video record any student, employee, or client without the written authorization from the applicable Department Director or Vice President and the written consent of the student, employee, client, or his/her parent, or if the student or client is under a guardianship, his/her guardian, or if the student or client is under a conservatorship, his/her conservator.
- It is also against Villa policy to post/upload on a website or social media site any photograph or video recording of any student, employee, or client without the written consent of the applicable Villa Department Director or Vice President and the written consent of the student, employee, client, or his/her parent, or legal guardian, or if the student or client is under a conservatorship, his/her conservator.

My signature below verifies that I have read, understand and agree to the terms and conditions stated above.

Signature: _____ Date: _____

Print Name: _____

Parent/Guardian Signature: _____ Date: _____
(If volunteer is under 18)

Parent/Guardian Print Name: _____



Prohibited Conduct

The following conduct is prohibited and will not be tolerated by Villa. This list of prohibited conduct is illustrative only; other types of conduct injurious to security, personal safety, employee welfare and Villa’s operations also may be prohibited. Villa may terminate a volunteer relationship at any time, with or without reason or advance notice.

1. Falsification of employment records, employment information or other Villa records.
2. Allowing falsification of any volunteer record, either your own or another volunteer’s
3. Theft, deliberate or careless damage or destruction of any Villa property or the property of any employee, consumer or student.
4. Removing or borrowing Villa property without prior authorization.
5. Unauthorized use of Villa equipment, time, materials, or facilities.
6. Provoking a fight or fighting during volunteer hours or on Villa property.
7. Participating in horseplay or practical jokes on Villa time or on Villa premises.
8. Carrying firearms or any other dangerous weapons on Villa premises at any time.
9. Engaging in criminal conduct whether or not related to volunteer performance.
10. Causing, creating or participating in a disruption of any kind during volunteer hours on Villa property.
11. Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a supervisor or member of management, or the use of abusive or threatening language toward a supervisor or member of management.
12. Using abusive language at any time on Villa premises.
13. Failure to notify a supervisor when unable to report to volunteer.
14. Unreported absence of three (3) consecutive scheduled volunteer days
15. Failure to obtain permission to leave during normal, scheduled volunteer hours.
16. Failure to observe volunteer schedules.
17. Failure to provide a physician's certificate when requested or required to do so.
18. Sleeping or malingering.
19. Making or accepting personal telephone calls of more than three minutes in duration during volunteer hours, except in cases of emergency or extreme circumstances.
20. Personal phone use including cell phones which prevent volunteers from safely serving clients (volunteers should excuse themselves to make a personal phone call).
21. Wearing extreme, unprofessional or inappropriate styles of dress, accessories or hair while volunteering.
22. Violation of any safety, health, security or Villa policies, rules or procedures.
23. Committing a fraudulent act or a breach of trust under any circumstances.
24. Unlawful harassment.
25. Violation of the rights of the consumers or students.
26. Implied insubordination.
27. Purposely and deliberately making false accusations about an employee and engaging in behavior that creates discord of any kind.
28. It is against Villa policy to photograph or video record any student, employee, or client without the written authorization from the applicable Department Director or the Vice President and the written consent of the student, employee, client, or his/her parent, or if the student or client is under a guardianship, his/her guardian, or if the student or client is under a conservatorship, his/her conservator.
29. Misconduct.

My signature below verifies that I have read, understand and agree to the terms and conditions stated above.

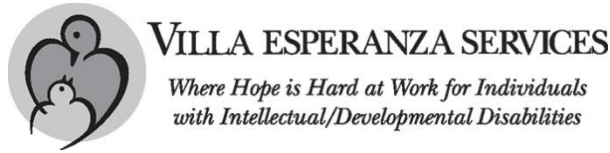
Signature: _____ Date: _____

Print Name: _____

Parent/Guardian Signature: _____ Date: _____

(If volunteer is under 18)

Parent/Guardian Print Name: _____



Villa Esperanza Services Photography Policy

Volunteers are not permitted to take any types of photographs or video of Villa Esperanza facilities and/or staff or clients without written permission from the specific program director, the volunteer coordinator or designated development department staff member or other officer at VP Level or above.

Villa Esperanza Services Photo Release Form

Occasionally, Villa Esperanza Services publishes photographs or video taken from our adult and children's programs in our "Public Relations" work for fundraising, special events, and general information to our parents, staff and community friends. Media outlets include but are not limited to newspapers, TV, websites, social networking sites (including Villa's Facebook, Instagram and Twitter accounts), in-house publications (such as the *Chirp* newsletter, Annual Report, and program brochures), and presentations. Video may also be used for educational purposes re: modeling of appropriate social skills, etc. for our children/adults. Please indicate below if you will allow your or your child's name, photograph or video to be taken and used for these purposes.

This photo release will remain in effect for one year until revoked in writing. Thank you.

Yes, I give permission to use my name, photograph or video (or my child's name, photograph or video if under age 18) and allow Villa Esperanza Services to retain possession of data.

No, I do not give permission to use my name, photograph/video (or my child's name, photograph/video if under age 18.)

My signature below verifies that I have read and agree with the content of both the Villa Esperanza Services Photography Policy and Photo Release Form.

Signature: _____ Date: _____

Print Name: _____

Parent/Guardian Signature: _____ Date: _____
(If volunteer is under 18)

Parent/Guardian Print Name: _____