



CASA FAMILIAR INC.

RULES OF CONDUCT & Volunteer Policy

RULES OF CONDUCT:

Volunteers are expected to conduct themselves in a professional manner. This means:

1. Respect & equal treatment for ALL clients, staff members & fellow volunteers
2. Respect for Casa Familiar and others property.
3. Proper and Respectful language in Spanish and English.
4. Dress appropriately. Certain tasks require a dress code, check with your supervisor.
5. Working as a team to accomplish the goals and service of the program and Casa Familiar
6. No drugs, weapons, pornography, and similar materials-Possession of these items is cause for *immediate dismissal*.
7. Do not use Casa phones, equipment or supplies for personal use.
8. Limit your cell phone use to true emergencies.
9. Take Initiative: make sure you have a task or assignment to work on at all times and let your supervisor know when you are done.

VOLUNTEER POLICY:

Volunteers are required to accept this policy before starting community service.

1. **Punctuality:** Please be on time especially if you have appointments. If you know you are going to be late (15mins+) or absent please call your supervisor and let them know.
2. **Timesheets:** It is YOUR responsibility to sign in and sign out EVERYDAY. If you have multiple supervisors in a day, the supervisor who should sign is the LAST one you work with. If you carry around your timesheet make sure Casa Familiar gets a copy of the hours worked before you get your hours signed off.
3. **Lunch & Breaks:** Depending on the amount of hours you work, these are the lunch/break times: 8hrs-30min lunch(10min break)/ 6 hours-30 mins lunch/ 4 hours-10 mins break/ 1-2 hours- NO lunch/ break
4. **Signing off hours:** You need to let the appropriate Volunteer Coordinator know at least 1 full business day before you want your hours signed and/or a letter. You should provide them with your timesheet if they don't already have access to it.
5. **Letters of Confirmation:**
 - **Court:** You may receive a Casa Familiar letter verifying service hours for a fee of \$25.00.
6. **Client Confidentiality:** California state law of client confidentiality protects sensitive and private client information. Volunteers are not allowed to disclose client information unless a staff member allows it so for internal purposes.

I understand and accept the "Rules of Conduct" and "Volunteer Policy" of CASA FAMILIAR.

NAME

SIGNATURE

DATE

IF UNDER THE AGE OF 18

Parent's Name:

Parents SIGNATURE