



LIFELONG
AIDS Alliance

VOLUNTEER HANDBOOK

WELCOME TO THE VOLUNTEER PROGRAM!



WHAT TO EXPECT:

- Volunteer Policies and Procedures
- Health and Safety Information
- Volunteer Program Contact Information

TABLE OF CONTENTS

- Welcome Letter pg 3
- Department Contacts pg 4
- Volunteer Policies and Procedures pg 5
- Health and Safety: Emergency Evacuation pg 17
 - Earthquake Preparedness pg 18
 - Fire Preparedness pg 19
 - Drill Procedures pg 20
 - Extreme Weather/Closure pg 21
 - Health and Safety Notes pg 21
- Volunteer Job Descriptions pg 22

WELCOME TO LIFELONG AIDS ALLIANCE!

This handbook is designed to answer your questions and prepare you for the adventures ahead. Without the help of volunteers, there would be no fresh meals, no Thrift Store, no front desk, no special events, no prevention – the list goes on and on. You are the backbone of this organization and we are glad you are joining us.

Over the years, we have learned some important ways to make the volunteer experience here at Lifelong AIDS Alliance more enjoyable for the volunteers and more helpful to the clients. We will impart as much of this information as possible to you in this handbook.

Due to the challenges inherent in caring for people living with HIV/AIDS, volunteering here is somewhat different and perhaps more emotionally difficult than elsewhere. We encourage our volunteers to take excellent care of themselves and to be aware of their limits. It is a good idea to look realistically at your expectations of volunteering here at Lifelong AIDS Alliance. You might want to work together with lots of other volunteers or you might want the opportunity to provide direct practical support for an individual living with HIV/AIDS. The important thing is to have an idea of your preferences and expectations and to let us help you find the program most suited to you.

Please stay in close communication with us throughout your time at Lifelong. Call or email us if you have any questions, suggestions, difficulties or stories to share. We look forward to getting to know you.

Sincerely,
The Lifelong Volunteer Department
(206)-957-1776
volunteer@llaa.org



DEPARTMENT CONTACTS

Dear Volunteer:

Welcome to the wonderful world of volunteering! The Lifelong Staff is here to help you on your journey; feel free to call the office at 957-1776 during office hours 8:30 am-5:00 pm Monday - Friday.

In order to preserve your sanity and enable you to do this wonderful work for as long as possible, Lifelong has spared no energy in providing you with volunteer support services. The first step is to provide you with the best training possible, giving you the tools you will need to work successfully with clients.

Your Program Coordinators are available during the work-week for consultation, questions or problem solving. If your Program Coordinator is not available, feel free to speak with a Volunteer Department Staff.

PROGRAM COORDINATORS:

Lifelong Main Phone:		328-8979	
Food Delivery:	Rachel Voelkle	957-1631	rachelv@llaa.org
Pick Up Center:	Mariah Duffy	957-1681	mariahd@llaa.org
Kitchen:	Mariah Duffy	957-1681	mariahd@llaa.org
Warehouse:	Mariah Duffy	957-1681	mariahd@llaa.org
Annex Desk:	Eleazar Juarez-Diaz	957-1640	eleazarj@llaa.org
Seneca Desk:	Laura Marini	957-1660	lauram@llaa.org
Thrift Store:	Tamara Asakawa	957-1658	tamaraa@llaa.org
Special Events:	Anna Wiesenbach	957-1640	annaw@llaa.org
Bathhouse Outreach:	Todd Hull	957-1703	toddh@llaa.org
Bar Outreach:	Todd Hull	957-1703	toddh@llaa.org
Youth Outreach:	Todd Hull	957-1703	toddh@llaa.org
EHIP:	Jon Choy	957-1670	jonc@llaa.org
Development:	Michael R. K. Moore	957-1636	michaelrkm@llaa.org
Facilities:	Reno Tripiano	957-1607	renot@llaa.org
Information Systems:	Chuck Jorgenson	957-1614	chuckj@llaa.org

VOLUNTEER DEPARTMENT STAFF:

Director of HR and Admin:	Tabitha Jensen	957-1650	tabithaj@llaa.org
Volunteer Program Supervisor:	Tony Bohn	957-1605	anthonyb@llaa.org
Volunteer Coordinator:	Eleazar Juarez-Diaz	957-1640	eleazarj@llaa.org
Volunteer Assistant:	Sydney Brown	957-1601	sydneyb@llaa.org

VOLUNTEER POLICIES AND PROCEDURES

GENERAL PERSONNEL PRACTICES:

The purpose of this Policies and Procedures Manual is to bring together a cohesive set of guidelines to provide an understanding of the personnel and operational policies of Lifelong AIDS Alliance Volunteer Services.

The information within addresses many aspects of volunteering with Lifelong AIDS Alliance and is made available to volunteers, staff and clients for informational purposes. These policies and procedures may be changed and/or updated at any time by the Volunteer Department or the Human Resources Department. When required, these guidelines may be modified in accordance with local or state laws. When changes are made, Lifelong AIDS Alliance will notify volunteers using the most appropriate means of communication. Compliance with all provisions of these guidelines is expected of all volunteers of Lifelong AIDS Alliance.

This manual is not, and should not, in any way be construed as a contract of employment.

Volunteers are encouraged to use their program leads and/or Volunteer Department as resources for clarification or additional information of any policy or procedure.

MISSION STATEMENT:

Lifelong AIDS Alliance is committed to preventing the spread of HIV, and to providing practical support services and advocating for those whose lives are affected by HIV and AIDS.

PERSONNEL PRACTICES PROCEDURES:

The following procedures are guideposts for the Volunteer Department and are written with the intent they be administered in an even, fair-minded manner while leaving room for circumstances which require flexibility.

POSITION DESCRIPTIONS:

The Volunteer Department is responsible for creating a position description for each volunteer position at Lifelong AIDS Alliance. A position description is prepared when a new position is created or when position duties are significantly changed. The Volunteer Department has final approval of all position descriptions.

VOLUNTEER PLACEMENT:

1. *Lifelong AIDS Alliance Volunteer Application* – Applying is the first step to becoming a long-term volunteer. Applications can be accessed on our website or by contacting the Volunteer Department. The volunteer application is used to establish permanent information and will be confidential and archived after the volunteer's time has ended. The information on the application is also used to run a mandatory Washington State Criminal History report on all volunteers.
2. *Orientation and Training* – All volunteers must go through a Lifelong AIDS Alliance General Volunteer Orientation prior to their first regular shift unless otherwise stipulated by the program lead or position description. They are also required to attend an HIV 101 training within two months of beginning a regular volunteer shift. Orientation and Training are further tools to determine placement.

EQUAL OPPORTUNITIES PRACTICES:

Lifelong AIDS Alliance recognizes the importance and value of a culturally diverse volunteer pool and is committed to a policy of equal opportunity. Every volunteer has the right to work in an environment free from all forms of unlawful discrimination.

Placement decisions, including but not limited to, recruitment, placing, training, upgrading, transfer, termination, and all other terms and conditions of placement will not be made on the basis of age, race, creed, color, national origin, ancestry, sex, physical or mental disability, marital status, sexual orientation, gender identity, religious or spiritual affiliation, political affiliation, or military status. All volunteer-related decisions are based solely on relevant criteria including training, experience, suitability, and the needs of Lifelong AIDS Alliance and its clients.

In accordance with local, state and federal laws, any actions deemed discriminatory will be subject to disciplinary action up to and including termination.

The policy of Lifelong AIDS Alliance is to treat each of its volunteers with dignity and respect. In support of these policies, Lifelong AIDS Alliance does not tolerate harassment against any staff member, client, volunteer or applicant by any other staff member, client or volunteer, regardless of position or status, on the basis of sex, marital status, race, color, creed, age, religion, national origin, sexual orientation or disability.

AMERICANS WITH DISABILITIES ACT (ADA):

Lifelong AIDS Alliance complies fully with the ADA and applicable state and local laws prohibiting discrimination in employment against qualified individuals with disabilities. In accordance with these laws, Lifelong AIDS Alliance provides reasonable accommodation for individuals with disabilities.

Any volunteer who has a disability covered by the ADA can make a request for reasonable accommodation through his/her program lead, the Volunteer Department or the Human Resources Department. A reasonable accommodation includes any action to enable a volunteer to perform the essential functions of his/her position, but which does not result in an undue hardship to the organization or pose a direct threat to the health and safety of any volunteers or employees including the individual requesting the accommodation.

Upon making a request for accommodation, the Human Resources Department will determine the feasibility of the accommodation request. Factors examined when considering the request include, but are not limited to, the nature and cost of the accommodation, the impact on the operations of Lifelong AIDS Alliance and the financial resources available.

BACKGROUND CHECKS:

Background checks are conducted on all prospective volunteers seeking placement with Lifelong AIDS Alliance. Depending upon the essential duties noted for the position, background checks may include criminal history, driving record and/or credit history. Information obtained through a background check is considered confidential and will be handled in accordance with laws governing confidential employee information.

CONFIDENTIALITY:

Lifelong AIDS Alliance fully supports the right to privacy of individuals requesting assistance from and/or utilizing any services of Lifelong AIDS Alliance and people contributing time and/or money. Strictest confidentiality will be maintained at all times on the part of all staff and volunteers pertaining to any information related to clients, employees, volunteers, donors, service providers and the operations of Lifelong AIDS Alliance. Certain Lifelong AIDS Alliance programs may require particular volunteer information be shared with partner organizations whose clients receive support from Lifelong AIDS Alliance volunteers. Volunteers will be notified of this requirement prior to volunteering with the program and all parties involved will adhere to the strictest level of confidentiality in managing volunteer information.

- Volunteers are not to discuss clients, other volunteers, donors or other service providers by name or any other characteristic by which a client, volunteer, donor or service provider could be identified, with anyone. If a problem or question arises, the volunteer should bring the issue to the attention of the program lead or the Volunteer Department.
- Volunteers are also expected not to disclose any confidential business or employee/volunteer information obtained in the normal course of their duties regarding the operations of Lifelong AIDS Alliance or its staff members. Such confidential information includes, but is not limited to compensation information, medical information, financial information and/or legal documents.
- Respect and maintain all clients' confidentiality.
- Refrain from wearing Lifelong paraphernalia when working with a client outside of Lifelong.
- Refrain from greeting or acknowledging clients outside of Lifelong AIDS Alliance unless greeted or acknowledged by the client first.
- Respect and maintain all volunteer and donor confidentiality
- Enter only designated volunteer area while on Lifelong campus as a volunteer
- Volunteers are not to bring any additional friends or family with them while they volunteer in a regular weekly shift for confidentiality reasons. All friends and family must first go through the normal application screening process and attend the volunteer orientation before they can volunteer in a weekly shift (exceptions are That Thursday Thing, Care to Shop, and Special Events).

Improper or unauthorized disclosure of confidential information may result in disciplinary action, up to and including, termination from volunteering and/or legal action.

RECORDING VOLUNTEER HOURS:

Volunteers are required to record all of their volunteer hours with Lifelong AIDS Alliance. There are sign-in books located in all three buildings (Seneca, Annex and the Thrift Store). Upon arriving and leaving their volunteer shift, all volunteers must sign in and out of the appropriate sign-in book. Food Delivery volunteers will sign-in with their Program Coordinator in the Warehouse when they arrive to pick up the food for their route. All special events and Care to Shops will have event-specific sign-in sheets. Additionally, all off-site volunteer hours (such as bar, bathhouse, youth, and community outreach hours) must be recorded and reported to the Volunteer Department.

COMPENSATION AND REIMBURSEMENT:

Individuals accepting any position as volunteers will not be compensated for their work. In addition, volunteers will not receive reimbursement for mileage, parking, supplies or anything purchased without prior authorization of the program lead and/or the Volunteer Department. Lifelong AIDS Alliance will not pay any fines, tickets, towing or any other bills received while doing volunteer work.

VOLUNTEER PLACEMENT OF MINORS:

Lifelong AIDS Alliance allows the volunteer placement of minors age 14 and above. A “minor” is defined as any individual who is under the age of 18. Anyone under the age of 14 must be accompanied by an adult.

HOLIDAYS:

The following are holidays observed by Lifelong AIDS Alliance:

- New Year’s Day
- Martin Luther King Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day through New Years Day

MEDICATIONS:

Washington State law mandates that only a currently licensed medical professional may administer medications to a patient. Regardless of professional training or licensing, a Lifelong volunteer may not assist a client in this manner. Assisting is different than administering the medication. Assisting means; handling the pre-poured or pre-dosed medicine in a container to the client. The client must take the medicine from the container him/herself and consume it. It is not acceptable for the volunteer to pour the medicine from the original bottle or take the pill from the original container or to choose the bottle from among other medications.

SEXUAL RELATIONS WITH CLIENTS, VOLUNTEERS, OR STAFF MEMBERS:

Lifelong AIDS Alliance does not intend to unnecessarily regulate social interactions freely entered into by consenting adults. The only prohibitions and restrictions delineated in this policy apply to situations that violate established standards of professional ethics.

The following ethical standards apply to all regular full-time, part-time, or contract Employees, and any volunteers acting in a leadership capacity including training, facilitating, etc., for Lifelong AIDS Alliance:

- Employees may not engage in sexual activity with any client, volunteer, or education program participant with whom they have a direct, professional relationship.
- Employees may not engage in sexual activity with any other Employee, client, volunteer, or education program participant with whom they have a direct managerial/subordinate relationship.
- Any unwelcome sexual advance, or other unwelcome verbal or physical conduct of a sexual nature, constitutes sexual harassment and is expressly forbidden. Such conduct has the purpose and effect of substantially interfering with an individual’s work performance by creating an intimidating, hostile and offensive work environment. Any form of sexual harassment will not be tolerated and is grounds for disciplinary action up to and including termination.

PROFESSIONALISM:

Lifelong AIDS Alliance is a place of employment, and thus we expect our volunteers and staff to adhere to a code of professional ethics and to conduct themselves in a professional demeanor while working both on and off site. We want all clients, volunteers, donors, shoppers, events guests, and any other community members coming into contact with Lifelong AIDS Alliance to be treated with utmost dignity and respect.

- Lifelong AIDS Alliance is a place free of discrimination based on age, race, creed, color, national origin, ancestry, sex, sexual orientation, gender identity, physical or mental disability, marital status, religious or spiritual affiliation, political affiliation, or military status.
- Good customer service skills are required for all positions dealing with clients, donors, events guests, or in positions where there is contact with parties outside of Lifelong AIDS Alliance.
- Refrain from imposing religious or political beliefs on a client, staff, donor, volunteer, or anyone who is contacting or coming into Lifelong AIDS Alliance. Lifelong AIDS Alliance is a 501(c)(3) tax-exempt non-profit organization, and we are prohibited from participating in any campaign activity for or against political candidates, parties, or ballot measures.
- Due to the nature of sexually transmitted diseases and HIV/AIDS, Lifelong has frank and open discussions about sex. It is ok to speak about how STD's are transmitted; however it is not ok to speak about your own personal sex life or use language or make jokes with sexual innuendo.
- Volunteers are not to do any task which is outside the scope of their job description (see job descriptions at the end of the Volunteer Handbook). Should you encounter this, simply state that you are "not authorized to perform that task" and if a problem or question arises or you are unsure, please contact your Program Coordinator or the Volunteer Department.
- Volunteers are to adhere to any specific procedures in place within your volunteer area or as instructed by your Program Coordinator or Lifelong staff members.
- Refrain from using your cell phone for texting, phone calls, Facebook, browsing the internet, playing games, etc. while volunteering. You may use your cell phone before or after your volunteer shift or while on a break.
- Attendance:
 - ◊ Volunteers are expected to show up on time and to stay for their entire shift.
 - ◊ Volunteers scheduled in weekly shifts are expected to show up every week for their shift.
 - ◊ Please do not show up for volunteer shifts outside of the days and times you are regularly scheduled for unless previously arranged with Lifelong staff members.
 - ◊ If you are late, sick, or going on vacation, please contact your Program Coordinator to inform them ahead of time.
 - ◊ If you are taking an extended break or resigning as a volunteer, please notify both the Program Coordinator and the Volunteer Department and try to give us two weeks notice.
 - ◊ Any volunteer missing two consecutive weeks without notifying Lifelong staff, will be dropped from their volunteer shift.
- Volunteers who are clients receiving food through Chicken Soup Brigade, may not pack their own bags or get their own meals from the refrigerators and must instead have another volunteer or staff member get their food for them.
- Clients are dealing with a variety of life challenges, and you may encounter a variety of different moods and attitudes from them as a volunteer. Please respect what they are going through and their right to privacy. If a client presents you with a challenging situation you are not able to handle, please seek out your Program Coordinator or another Lifelong staff member to assist.
- Violating any of the other policies contained in this handbook (i.e. confidentiality, sexual relations, sexual harassment, drugs and alcohol, dress code, conflict of interest, pets, workplace violence, weapons, etc.) will be considered a breach of professionalism.

HARASSMENT PROHIBITED:

Lifelong AIDS Alliance (LLAA) seeks to ensure that all employees, volunteers, board members, contractors, and others work in an atmosphere where there is respect for human dignity. Consistent with this expectation for respect, LLAA has implemented policies that safeguard members of its community and provide for freedom from harassment, intimidation, and discrimination. Everyone associated with LLAA is expected to behave in a way that fosters a professional and respectful working environment.

All employees, volunteers, board members, contractors and others working at LLAA are responsible for supporting and adhering to this policy. No one should tolerate inappropriate behavior. Any incident of harassment (including sexual harassment), discrimination or intimidation must be reported as outlined in the Complaint and Investigation Procedure.

HARASSMENT IN GENERAL:

Harassment is any oral, written, visual, physical or other form of conduct that denigrates, seeks to intimidate or coerce, discriminates against, or shows hostility toward any person on the basis of race, gender, sexual orientation, gender identity, religion, creed, national origin, age, political affiliation, union membership or activity, HIV status, disability, pregnancy, marital or veteran status, or any other protected status. While the following types of specific behavior may not necessarily constitute unlawful harassment, they are prohibited at LLAA because they may give rise to misunderstandings and are unprofessional: slurs, graffiti, negative stereotyping, racial, ethnic or religious epithets, and written or graphic material that may demonstrate hostility to an individual or group.

SEXUAL HARASSMENT:

Sexual harassment is conduct that undermines the integrity of the workplace and the personal integrity of the individual. It is not LLAA's intent to regulate social interaction or relationships freely entered into by its volunteers, but rather to eliminate conduct that creates an abusive or hostile work environment. Everyone must be allowed to work in an environment that fosters diversity and respect, and is free from unsolicited and unwelcome sexual overtones. Sexual harassment hurts morale, interferes with work performance, and adversely impacts our service to clients. Furthermore, sexual harassment is a form of sex discrimination and is an unlawful work practice.

This policy applies to all interactions between employees, supervisors, managers, clients, volunteers, customers, vendors, etc. All complaints of sexual harassment will be investigated and resolved promptly. Any volunteer found to be engaging in sexual harassment is in violation of this policy and the law, and may be subject to disciplinary action up to and including termination.

DEFINITIONS:

Gender identity: For purposes of this policy, gender identity means a person's identity, expression or physical characteristics as they are understood to be masculine and/or feminine, whether or not traditionally associated with a person's biological sex or sex at birth.

Sexual Harassment: A form of discrimination. It is behavior that is unwelcome or unwanted sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's volunteer status.
- Submission to or rejection of such conduct by an individual is used as the basis for employment or volunteer assignment decisions affecting that individual.
- Behavior has the purpose or effect of unreasonably interfering with an individual's work performance creating an intimidating, hostile or offensive work environment. The terms "intimidating", "hostile" and "offensive" include conduct which has the effect of causing humiliation, embarrassment, or discomfort.
- Sexual harassment can be verbal, physical, or visual, and subtle or obvious. It can also include conduct that is not sexual in nature, but is gender-related. Sexual harassment includes harassment of the same or opposite sex.

Examples of sexual harassment include, but are not limited to, the following types of behavior:

- Unwelcome sexual advances, such as requests for dates or proposition for sexual favors;

- Repeated, one-sided attention in the form of requests for dates, love letters, telephone calls, emails or gifts;
- Verbal or written conduct, such as making or using derogatory comments, epithets, slurs, teasing and jokes of a sexual nature, or discussing sexual experiences;
- Visual or physical conduct, such as leering, making sexual gestures, or displaying or sending sexually suggestive pictures or objects (excluding educational posters or objects provided by Lifelong AIDS Alliance);
- Verbal, written or physical conduct directed at the characteristics of a person's real or perceived sexual orientation or gender identity, such as negative name calling or imitating mannerisms;
- Making or threatening reprisals, or changing performance expectations after an individual has turned down a sexual advance;
- Spreading rumors related to an individual's alleged sexual activities;
- Sexually degrading comments used to describe an individual;
- Unwelcome physical contact, such as pinching, grabbing, patting, touching, brushing, hugging, assault, rape, or impeding or blocking movements.

WORKPLACE VIOLENCE PROHIBITED:

Lifelong AIDS Alliance (LLAA) is committed to creating and maintaining an environment that is free from verbal or physical intimidation, as well as acts or threats of violent behavior. This hostile conduct undermines our ability to serve clients and erodes the environment that is necessary to support our values as an organization. In order to promote and support a workplace where dignity and respect are observed and expected, LLAA will not tolerate any acts of intimidation, threats, bullying or other violent behavior.

For purposes of this policy, the following are examples of behaviors, while not inclusive, that are prohibited:

- Causing physical injury to another person;
- Engaging in bullying or intimidating acts, whether implied or directed at a specific person or group of individuals;
- Possessing weapons or firearms of any kind, or brandishing an object that could be construed as a weapon, on Lifelong property;
- Making comments (even if "joking") about violence or possessing weapons or firearms in the workplace;
- Engaging in reckless or intentional disregard for the physical safety or well-being of others, by putting individuals at risk of being injured;
- Willful destruction, or the threat of destruction, of Lifelong property or personal property on the worksite;
- Committing a violent felony or misdemeanor, including but not limited to, stalking, physical assault and battery;
- Sabotage;
- Engaging in behavior that is motivated by, or related to, domestic violence; and
- Any other conduct, either physical or verbal, that a reasonable person would perceive as constituting a threat or violent behavior.

Safety and security in the workplace are the responsibility of every member of the LLAA community. This policy applies not only to acts against other volunteers, but also to acts against other individuals, including but not limited to, clients, employees, vendors, customers and others. Any volunteer who is subjected to, witnesses, or has knowledge of actions that could be perceived as violent behavior, or has reason to believe that such actions may occur, is expected to report the situation to their Program Lead and/or the Volunteer Department as soon as possible. The Program Manager and/or the Volunteer Department may choose to involve the Human Resources Department at this point.

Any behavior that is violent or indicates an imminent potential for violent behavior should be reported first to the Police by calling 911, then to any available supervisor or manager.

Managers who become aware of any threatening or actual incidents of violence must report the incident to the Human Resources Manager immediately. A complete record of the incident will be kept on an Incident Report Form. The Human Resources Manager will review the situation with the Volunteer Department for any risk reduction steps that can be taken to prevent another incident.

All reported incidents in violation of this policy will be taken seriously and investigated promptly. Any volunteer who is found to have engaged in intimidating, bullying, threatening or violent behavior is in violation of this policy, and will be subject to disciplinary action, up to and including termination, and if appropriate, will be prosecuted to the fullest extent of the law.

HOW TO HANDLE INAPPROPRIATE BEHAVIOR:

Lifelong AIDS Alliance is committed to taking reasonable steps to prevent discrimination, harassment or intimidation from occurring and will take immediate and appropriate action to stop such behavior when we know that it has occurred. To do this, we need the cooperation of all volunteers and employees at every level.

In many cases, if a volunteer makes her/his feelings known to the offending individual, states that conduct is inappropriate, and asks the person to stop, the situation can be resolved without any further steps. Informal discussion can be useful in resolving perceived instances of harassment or unprofessional conduct. However, if the volunteer is not comfortable doing this, then s/he must promptly report any offending behavior to their Program Manager or the Volunteer Program Supervisor, whether such behavior is directed towards her/him personally or to other individuals. Volunteers are strongly encouraged to report concerns about discrimination or harassment before behaviors become severe or pervasive, as LLAA prefers to stop this behavior before it rises to the level of violation of anti-discrimination laws.

Managers who observe, become aware of, or receive complaints of inappropriate behavior must promptly notify the Human Resources Manager so that corrective action can be taken. Complaints will be handled with sensitivity, discretion and confidentiality to the extent allowed by the circumstances and the law. Generally, this means that allegations of discrimination, harassment or intimidation are shared with those who need to know so that LLAA can conduct an effective investigation.

COMPLAINT AND INVESTIGATION PROCEDURE:

Volunteers who believe they have been discriminated against or harassed have the primary obligation of informing their Program Manager or the Volunteer Program Supervisor of the act of discrimination, harassment, intimidation or retaliation, recounting specific actions or occurrences whenever possible.

While reporting/making a complaint could be a difficult personal experience, allowing inappropriate behavior to continue will most certainly lead to less desirable outcomes. For that reason, volunteers are required to utilize this procedure. Filing groundless and malicious complaints is an abuse of this procedure and is prohibited.

Complaints of discrimination or harassment will be handled with sensitivity, discretion and confidentiality to the extent allowed by the circumstance and the law. Generally this means that allegations of discrimination or harassment are shared with those who have a need to know so that Lifelong AIDS Alliance can conduct an effective investigation.

The following complaint procedure will be followed when addressing a complaint of discrimination, harassment or intimidation:

- A volunteer who feels that s/he has been discriminated against, harassed or intimidated may initiate the complaint process by reporting the troubling behavior to their Program Manager and/or the Volunteer Program Supervisor. The Program Manager and/or the Volunteer Program Supervisor may choose to involve the Human Resources Department at this point in time. The complaining volunteer is requested to provide as many details as possible, such as the date(s), location(s), name(s) of witnesses, and information about the alleged offender(s). Persons with relevant information will be interviewed. The reporting volunteer should provide sufficient details to allow the HR Manager to determine if the policy may have been violated. NOTE: If a volunteer becomes aware that harassment or discrimination is occurring, either from personal observation or as a result of a volunteer coming forward, the volunteer must immediately report it to their Program Manager and/or the Volunteer Program Supervisor.

- Upon receiving a complaint, or being advised by a supervisor or manager that violation of this policy may be occurring, the HR Manager will notify the Director of Development and the Chief Executive Officer, and review the complaint with the Program Director of the department in which the alleged harassment or discrimination may have occurred.
- Upon receipt of the complaint, the Program Manager, the Volunteer Program Supervisor and/or the HR Manager will promptly initiate an investigation to determine whether there is a reasonable basis for believing that the alleged violation of this policy occurred.
- During the investigation, the Program Manager, the Volunteer Program Supervisor and the HR Manager, together with legal counsel or other management employees, as needed, will interview the complainant, the respondent, and any witnesses, to determine whether the conduct occurred. The nature and scope of the formal investigation depends in part on the nature of the complaint. The investigation will involve the following steps:
 1. HR Manager or appointed person(s) by Human Resources documents all of the details as reported by the complainant.
 2. The HR Manager or appointed person(s) conducts an investigation and gathers necessary information to establish whether there is reasonable basis for believing that the alleged violation of these policies have occurred.
 3. The investigation includes an interview, or interviews, with the alleged offender, wherein s/he is informed of the nature of the complaint, the identity of the complainant, and reported information surrounding the allegation. The investigation affords the alleged offender the full opportunity to respond to the allegations.
 4. In conducting the investigation, the Program Manager, the Volunteer Program Supervisor and the HR Manager may interview and/or obtain written statements from other persons believed to have pertinent factual knowledge.
- Within a reasonable time determined by the circumstances, the Program Manager, the Volunteer Program Supervisor, the HR Manager or other persons conducting the investigation will conclude the investigation and submit a report of his or her findings to the Chief Executive Officer, with copies to the appropriate Program Director(s).
- If it is determined that harassment or discrimination in violation of this agency's policy has occurred, the HR Manager will recommend that prompt and effective remedial action, including but not limited to disciplinary action or termination, be taken by the agency. The appropriate action will depend on the following factors:
 1. The severity, frequency and pervasiveness of the conduct;
 2. Prior complaints made by the complainant;
 3. Prior complaints made against the respondent;
 4. The quality of the evidence (first hand knowledge, credible corroboration etc.).
- If the investigation is inconclusive or it is determined that there has been no harassment or discrimination in violation of this policy, but some potentially problematic conduct is revealed, preventative action may be taken.
- Within five (5) days after the investigation is concluded, the Program Manager, the Volunteer Program Supervisor and the HR Manager together will meet with the complainant and the respondent separately, in order to notify them in person of the findings of the investigation and to inform them of the action being recommended by the HR Manager.
- The complainant and the respondent may submit statements to the Program Manager, the Volunteer Program Supervisor and the HR Manager challenging the factual basis of the findings. Any such statement must be submitted no later than five (5) working days after the meeting with the Program Manager, the Volunteer Program Supervisor and the HR Manager in which the findings of the investigation are discussed.
- Within ten (10) days from the date the Program Manager, the Volunteer Program Supervisor and the HR Manager meets with the complainant and respondent, the agency will review the investigative report and any statements submitted by the complainant or respondent, discuss results of the investigation with the Director of Development and the Chief Executive Officer and other management staff as may be appropriate, and decide what action, if any, will be taken. The HR Manager will report the agency's decision to the complainant, the

respondent, (his/her Union representative, if appropriate) and the Program Directors or Managers assigned to the department(s) in which the complainant and the respondent volunteer/work. The agency's decision will be in writing and will include findings of fact and a statement for or against disciplinary action. If disciplinary action is to be taken, the sanction will be stated.

PROTECTION OF ALL INVOLVED:

All complaints of discrimination, harassment or intimidation will be addressed. The alleged offender will be notified when a formal complaint is made. The investigation will be conducted in a manner to protect the confidentiality of the complainant, the alleged offender and all witnesses to the extent possible while conducting an effective and thorough investigation. Everyone involved in the process will be advised to maintain strict confidentiality to safeguard the privacy and reputation of all involved.

ANY VOLUNTEER WHO FILES A COMPLAINT OR COOPERATES IN AN INVESTIGATION WILL NOT BE SUBJECT TO RETALIATION OR REPRISAL. A VOLUNTEER WHO BELIEVES S/HE MAY HAVE BEEN RETALIATED AGAINST MAY AMEND THE COMPLAINT OR FILE A SEPARATE COMPLAINT, WHICH WILL BE INVESTIGATED PURSUANT TO THIS POLICY. LLAA WILL NOT TOLERATE ACTS OF RETALIATION.

ACTING AS A REPRESENTATIVE OF LIFELONG AIDS ALLIANCE:

Volunteers who, as a part of their volunteer position responsibilities, have been asked to attend planning committees, task forces, community meetings, education or fundraising events, do so as representatives of Lifelong AIDS Alliance. As representatives, all volunteers are expected to conduct themselves with professionalism and respect to the policies, goals and mission of Lifelong AIDS Alliance.

INFECTIOUS DISEASE:

Volunteers working in programs with client contact are provided with training in infection control guidelines and procedures and other appropriate training as determined by the various programs. For the safety and health of all of our volunteers, staff and clients, Lifelong AIDS Alliance encourages all volunteers to get an annual flu vaccination and TB test.

PARKING:

Lifelong AIDS Alliance has a limited amount of space available for volunteer, staff and visitor parking. We encourage our volunteers to use other modes of transportation when available. If you do use your car, you may park either in spaces marked for visitors directly in front of the Annex (1161 – 11th Ave) or in spots marked for clients/volunteers in the lot east of the main building off Seneca (1002 E Seneca). Please check in with a Front Desk when you park in any of the Lifelong AIDS Alliance spaces. Lifelong AIDS Alliance cannot be held responsible for tickets or towing fees which may occur due to improper parking.

CONFLICT OF INTEREST:

Volunteers are expected to avoid engaging in any action that might appear to have a conflict of interest with the business of Lifelong AIDS Alliance. A conflict of interest arises when an activity limits a volunteer's ability to act in an ethical or responsible manner as in the following examples:

- Conducting business on behalf of Lifelong AIDS Alliance with relatives, domestic partners and family members.
- Accepting payments, commissions, tips, or rewards from clients, other volunteers, vendors, events guests, or any other person doing business with Lifelong AIDS Alliance (volunteers can accept non-monetary gifts as long as the value does not exceed \$20).
- Using Lifelong AIDS Alliance facilities or equipment for personal financial gain.
- Borrowing money from or lending money to employees, clients and/or volunteers.
- Engaging in practices which violates any federal, state or local law or violates any regulation which Lifelong AIDS Alliance is subject to.
- Revealing or misusing any confidential information proprietary to Lifelong AIDS Alliance.
- The employment or utilization of clients or volunteers for personal favors outside of a formal business or contract relationship.

A volunteer engaged in any activity that has created a conflict of interest will be subject to disciplinary action up to, and including, termination and legal action, if appropriate.

VOLUNTEER MISCONDUCT AND DISCIPLINARY POLICY:

Lifelong AIDS Alliance retains the right to discipline and terminate volunteers from their current placement or from volunteering at Lifelong AIDS Alliance when policy and procedures are not followed. Volunteer misconduct and disciplinary issues are reviewed on an individual basis and the Volunteer Department makes final decisions.

Volunteers found in violation of any of the policies and procedures will be assessed. The program lead and Volunteer Department will ask questions regarding the events. Depending on the severity of the misconduct, actions may be taken. The possible actions may include, but are not limited to, change of placement, limitations of placement, suspension from volunteering for a period not to exceed one year and/or termination from Lifelong AIDS Alliance. Volunteers are urged to follow the grievance procedure spelled out in the Issues Resolution policy if the result seems unfair.

DRESS CODE:

Employees and volunteers of Lifelong AIDS Alliance represent the agency in both behavior and appearance. Consequently, Employees and volunteers are encouraged to use proper judgment in their daily dress and grooming, particularly when representing the agency in community forums or participating in meetings or activities that deviate from their standard duties.

In general, Lifelong endorses a business casual mode of dressing. Employees' and volunteers' presentation should be professional yet not interfere with their ability to build rapport with clients, volunteers, and donors. Employee and volunteer dress and grooming is encouraged to be relaxed, yet neat and clean. While the judgment of each employee or volunteer is the governing principle for dress, the content of the work being performed must be considered. Persons working in environments that are governed by safety or health code should conform to the legal standards prescribed.

Examples of inappropriate clothing items include:

- Ripped or frayed clothing, including cutoff shorts;
- Workout clothing, such as sweatpants or spandex;
- Transparent clothing;
- Visible undergarments;
- Clothing with words, terms, or pictures, particularly those that may be considered offensive;
- Clothing that advertises alcohol or cigarettes;
- Dirty or soiled garments;
- Flip-flops, thong sandals, or slippers

Examples of appropriate clothing items include:

- Clean, unwrinkled clothing;
- Shirts free of words, terms, or pictures;
- Shorts and pants with tailored hems;
- Blue jeans without holes or rips

Additionally:

- Staff and volunteers working with clients outside of the agency will not wear Lifelong AIDS Alliance paraphernalia such as hats, t-shirts, jackets or any other clothing which mentions Lifelong AIDS Alliance, Chicken Soup Brigade, Northwest AIDS Foundation, Seattle AIDS Walk & 5K Run or HIV/AIDS.
- For health and safety reasons, if volunteering in the kitchen, warehouse, or Thrift Store, volunteers should wear closed-toe shoes (no heels), shirts with sleeves (no tube tops, tank tops, strapless shirts/dresses, spaghetti straps, etc), finger tip length shorts/skirts, and prepare for varying temperature climates during the year. Large or dangling jewelry must be removed and hair should be pulled back and neat. The kitchen can provide hair/head covering if necessary.
- Lifelong is not responsible for providing appropriate clothing or shoes, both of which must be worn at all times anywhere within the agency.
- Some special events may require dressier attire or may be outdoors or involve lifting and setup. Special events volunteers will be notified about any dress requirements prior to the events.

Violation of the dress code may cause a volunteer to be subject to disciplinary action or the volunteer may be sent home to change their clothes or remedy grooming issues, if necessary.

PETS AND SERVICE ANIMALS:

Pets are prohibited onsite at Lifelong AIDS Alliance. Service animals are the only animals allowed on the Lifelong AIDS Alliance premises. Service animals are animals that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are working animals, not pets. Service animals must be kept at arms length and under control at all times or they will no longer be considered service animals and will not be permitted at Lifelong AIDS Alliance.

Staff and volunteers are not allowed to bring pets to our off site volunteer opportunities such as special events (Dining Out for Life, Seattle AIDS Walk & 5K Run, Annual Benefit Breakfast, etc.), Care to Shop, bar outreach, youth outreach, and bathhouse outreach. Many of these offsite venues do not allow animals to be present in the buildings. Volunteers and staff need to be able to perform their duties to the best of their ability and a pet can hinder them. Exceptions can sometimes be made for some events such as Gay Pride and community outreach but please check with the Volunteer Department before bringing a pet to any offsite volunteer opportunity.

WEAPONS FREE ENVIRONMENT:

Lifelong AIDS Alliance values the health and well-being of our staff, volunteers, clients and visitors. No weapons of any kind (guns, knives, etc.) are allowed in any agency building, on the agency grounds, in any client home or while working with a client or at any agency function. Violations will result in disciplinary action up to, and including, termination and criminal processing, if appropriate.

FORMER EMPLOYEES OF LIFELONG AND VOLUNTEERING:

Former employees of Lifelong AIDS Alliance that have left in good standing with Lifelong can volunteer in the following areas: 1) That Thursday Thing, 2) Care to Shop and 3) Special Events. In the event that a former employee wants to volunteer in any of these three areas and that area has similar volunteer duties as in their previous job description, they will need to choose one of the other two options. Former employees must wait at least 3 months after leaving Lifelong before they can start volunteering.

DRUG FREE WORKPLACE:

Lifelong AIDS Alliance is committed to maintaining a drug-free workplace to comply with the Drug-Free Workplace Act of 1988. Our agency values the health and wellness of its employees/volunteers and views substance abuse as detracting from both the health of its employees/volunteers and the productivity of the organization.

Lifelong AIDS Alliance's policy is to prohibit the illegal possession, use, distribution, or sales of controlled substances by Lifelong employees/volunteers.

Any employee/volunteer reporting to work under the influence of drugs or alcohol maybe subject to suspension without pay, or referral for testing, or termination, or other action as deemed appropriate by management.

Alcoholic beverages may be served at agency business, events, or social functions only as authorized by the Chief Executive Officer. In such instances, employees/volunteers who are working the event and acting as official representatives of Lifelong must receive prior approval from the Chief Executive Officer before partaking of any alcoholic beverages.

Alcoholic beverages are not to be consumed on the premises of Lifelong AIDS Alliance unless otherwise approved by the Chief Executive Officer.

Should an employee/volunteer appear intoxicated and/or exhibit poor behavior relative to an office setting, such as slurred speech, bloodshot eyes, smell of alcohol on breath, sleeping, unable to perform duties, the employee/volunteer may be asked to leave the premises. Violations of this policy will result in disciplinary action up to and including termination of volunteer status.

VOLUNTEER TERMINATION:

Serious problems occasionally make it necessary to dismiss an individual from an assignment or from Lifelong AIDS Alliance. Any action to dismiss a volunteer will receive careful, detailed and confidential consideration. A volunteer will be dismissed from the agency should policies and procedures be violated and/or if it becomes evident the best interests of the client, volunteer and/or Lifelong AIDS Alliance are not being served.

A volunteer may be dismissed from the agency for any of the following reasons:

1. Violation of program policies
2. Inappropriate behavior with a client, staff member or other volunteers
3. Unauthorized published public representation of duties, training, activities and accomplishment as a Lifelong AIDS Alliance volunteer
4. Violation of Volunteer Confidentiality Statement
5. Theft of property or money

Volunteers who are found in violation of the policies will be:

1. Immediately removed from their current placement
2. Asked to meet with Volunteer Department and Program Manager, if applicable
3. Given reasons for the termination in writing
4. Ineligible to volunteer at Lifelong AIDS Alliance (either for a specified time period or permanently)

ISSUES RESOLUTION:

Lifelong AIDS Alliance strives to be fair and consistent in all policies and procedures. If a volunteer questions the appropriateness of a process, please consult with the Volunteer Program for clarification, counseling or advice first.

Volunteers are expected to make every effort to resolve differences with peers and/or program leads before continuing the process to the next level. The process will not progress unless there has been a demonstrated effort for direct resolution except in the case of mitigating circumstances such as sexual harassment from a program lead.

If all efforts have failed to work out the issue, the volunteer is encouraged to take the concern to the next highest level of authority as follows:

1. Program Coordinator or Volunteer Coordinator
2. Volunteer Program Supervisor
3. Director of Human Resources and Administration
4. Chief Executive Officer

ANY VOLUNTEER WHOSE CONFLICT HAS GONE BEYOND STEP #3 SHOULD WRITE A LETTER TO THE CHIEF EXECUTIVE OFFICER STATING THE DIFFICULTIES AND THE PREVIOUS ATTEMPTS TO RESOLVE THE ISSUE(S).

COURT MANDATED COMMUNITY SERVICE:**POLICY:**

With the exception of current Lifelong Clients, Lifelong AIDS Alliance does not accept court mandated community service volunteers. Current Lifelong clients needing community service will only be placed in non-client placements. Volunteer Services will keep all files confidential.

PROCEDURES:

The Volunteer Department will interview all prospective community service volunteers and determine eligibility on an individual basis. Some offenses will automatically disqualify community service volunteers from completing their hours with Lifelong AIDS Alliance (i.e. crimes against persons). The Volunteer Department may contact the potential community service volunteer's probation officer to verify all information. Lifelong AIDS Alliance retains the sole authority to accept or reject a community service volunteer – but not in a capricious or discriminatory manner. Community service volunteers are accepted based on the nature of their offense, the number of hours they must complete and the current program needs within Lifelong AIDS Alliance. Volunteers may not be accepted if they have too few hours to perform, there is not enough time to complete their hours by the court-ordered deadline, and/or there is no placement for them within the agency.

Community service volunteers will not serve in client contact positions or positions with access to money except in special circumstances to be determined by the Lifelong AIDS Alliance Volunteer Department. The Volunteer Department will be responsible for placement of community service volunteers within the agency. The nature of a community service volunteer's crime and his/her community service status itself is strictly confidential. Information about a community service volunteer is provided to staff on a need-to-know basis. Program leads have the authority to terminate community service volunteers for cause and should contact the Volunteer Department prior to doing so.

Community service volunteers are responsible for ensuring that they are meeting the guidelines of their ordered community service, as well as conveying those guidelines to the Volunteer Program. Community service volunteers are responsible for ensuring that the appropriate paperwork is sent from the courts to the Volunteer Program. Community service volunteers are in charge of tracking hours worked on Lifelong timesheets and official agency volunteer timesheets and turning those into the Volunteer Program. Community service volunteers are responsible for letting the Volunteer Program know when paperwork is to be submitted on behalf of the volunteer and must give 48 hours notice to the Volunteer Program for completion of such paperwork.

Community service volunteers must complete all volunteer paperwork and attend a General Volunteer Orientation. Under special circumstances, a one-on-one orientation with a Volunteer Department staff member may be substituted. Community service volunteers are allowed two unexcused absences during the course of their service with Lifelong AIDS Alliance. If volunteers exceed two unexcused absences, they will be terminated. All community service volunteers will comply with confidentiality guidelines regarding the privacy rights of all direct or indirect participants of Lifelong AIDS Alliance. Community service volunteers will be expected to work within Volunteer Conduct Guidelines as presented during volunteer orientation. Community service volunteers must attend meetings and/or training sessions as requested by Lifelong AIDS Alliance.

HEALTH AND SAFETY PLAN—EMERGENCY EVACUATION**POLICY:**

It is the policy of Lifelong AIDS Alliance to have a viable plan for evacuation in the event of a major disaster requiring such action. Staff will become familiar with the below outlined plan upon hire.

PROCEDURES:**EXITS AND ALTERNATIVE EXITS**

Be familiar with all possible exits from all buildings. Exit maps are posted in various locations throughout the agency. When meeting with clients or community members, each staff member is responsible for making sure that they are never left alone for extended periods of time and, if they are, that they know how to evacuate the building in an emergency situation.

EVACUATING

During an emergency which requires evacuation, staff members are to leave as quickly as possible. During an earthquake, evacuation should commence only after shaking has stopped. Given the layout of Lifelong's facilities, Managers and Directors are to sweep staff areas, making sure, to the best of their ability, that everyone has left the building. The Managers' and Directors' office placement throughout the buildings allow for this to be the best option to making sure staff safely evacuate.

WHEN ALARMS SOUND

During an emergency which requires evacuation, staff members, volunteers, clients, and visitors are to leave as quickly as possible. Given the layout of Lifelong's facilities, Managers and Directors are to sweep staff areas, making sure to the best of their ability, that everyone has left the building. The Managers' and Directors' office placement throughout the buildings allow for this to be the best option to making sure staff safely evacuate.

Upstairs Seneca:

1. Director of Client Services and Director of Insurance Services to sweep front office and consult/lobby area.
2. Food Program Managers and Director of Nutrition Services to sweep Food Program area.
3. Warehouse and Kitchen staff to sweep warehouse and kitchen area.

Downstairs Seneca:

1. Manager of Case Management and Housing , and Insurance Program Manager to sweep lower level cubes and Seneca Conference Room.

Downstairs Annex:

1. Director of Human Resources and Admin to sweep north wing cubes and Annex Conference Room.
2. Director of Finance to sweep Finance and south area cubes and offices and Volunteer Workroom.

Loft:

1. All Managers to sweep loft cubes as they exit Loft.

PLAN TO MEET

Once staff members and visitors have evacuated the premises safely, staff must congregate at Lifelong's Rally Point, the rear Copy Mart Parking lot (see map below). A head count will commence with Safety Committee members walking per line and tallying people not accounted for, using Manager's and Director's assistance, all of whom should know what staff members from their departments are onsite.

**HEALTH AND SAFETY PLAN—EARTHQUAKE PREPAREDNESS****POLICY:**

It is the policy of Lifelong AIDS Alliance to have a plan for earthquake preparedness and to test evacuation quarterly.

PROCEDURES:**WHEN THE SHAKING BEGINS**

- DROP, COVER, AND HOLD ON! Move only a few steps to a nearby safe place. Stay undercover until the shaking stops. Hold onto your cover. If it moves, move with it. Stay indoors until the shaking stops and you're sure it's safe to exit.

- Help clients and people with disabilities that may require additional assistance. Staff members who meet with clients or community members are responsible for making sure that they are evacuated properly and receive any additional assistance they may require.
- Do not use the elevator. Expect fire alarms and sprinklers to go off during a quake.
- If you are in an office with a window or a cubicle in the Annex next to the large windows, remember to stay underneath your desk or cubicle until the shaking has stopped. Exercise caution when broken glass is involved.
- If you are in the kitchen, move away from the stove and overhead cupboards and shelving. A kitchen can be one of the most dangerous places to be in during an earthquake, so make sure to know safest places to duck and cover.
- If you are outdoors, find a clear spot away from buildings, trees, and power lines. While secure, stay well away from any brick façades, namely outside the Seneca Building.

AFTER THE SHAKING STOPS

- Necessary emergency shut-down procedures should commence (see Shut Down Procedures).
- Check yourself for injuries. Check others in your area for injuries. Give first aid for serious injuries.
- Look for and extinguish small fires. Eliminate fire hazards. Know the location of fire extinguishers.
- Make your way to the Copy Mart Rally Point (see Emergency Evacuation Policy).
- Stay out of damaged buildings. Once you have evacuated the building, you will be instructed regarding reentry from the the Facilities Manager or highest-level Director.
- Once instructed that reentry is okay, continue to exercise extreme caution. When opening cabinets and closets or checking your cubicle, remember that items may have moved during the earthquake. Expect aftershocks. Each time you feel one, DROP, COVER, AND HOLD ON!

HEALTH AND SAFETY PLAN—FIRE PREPAREDNESS

POLICY:

It is the policy of Lifelong AIDS Alliance to have a plan for fire preparedness.

PROCEDURES:

BEFORE A FIRE

The Facilities Manager is responsible for conducting at least one evacuation drill quarterly.

Each drill will be documented and kept on file for inspection.

Each July, a fire extinguish use training will be conducted with staff.

DURING A FIRE

Proceed to the nearest exit deliberately and calmly.

If your planned exit is blocked, immediately proceed to an alternative exit route.

Proceed to the Copy Mart parking lot (see Emergency Evacuation Policy)

AFTER A FIRE

- Stay out of damaged buildings. Once you have evacuated the Lifelong building you were in, return only when you have been told it is safe to reenter. Damaged buildings may be dangerous following a fire. Reenter buildings only after the fire department has cleared you to go in.

- When reentering buildings, use extreme caution. Building damage may have occurred where you least expect it. Carefully watch every step you take. If you have been told that the building is structurally sound, make sure to use extreme caution when checking cabinets, closets, and check your cubicle for items that may have been damaged by fire.

HEALTH AND SAFETY PLAN—EVACUATION DRILLS

POLICY:

It is the policy of Lifelong AIDS Alliance to hold quarterly fire/earthquake evacuation drills. Drills will follow the procedures below.

PROCEDURES:

In the event of a fire/earthquake drill, an announcement will be made prior to the test/drill over the intercom system:

“Attention Staff: We are about to have an evacuation drill. Please evacuate calmly and quietly and line up at Lifelong’s Rally Point.”

If no announcement is made, you must assume the fire alarm was sounded for an actual emergency. In the event of an actual emergency everyone evacuate immediately. You may attempt to secure any personal valuables, but under any and all circumstances, please remember that safety to life should always come first.

Each floor of every building has Directors/Managers who are designated floor wardens whose responsibility it will be to see that all employees leave the building promptly and safely.

All employees should exit the building by way of the nearest exit. If the nearest exit is blocked by smoke use another. **DO NOT USE THE ELEVATOR.** It is the responsibility of all able staff to assist any persons with disabilities in exiting in a safe and quick manner.

Exit the building and proceed **QUIETLY** and in an orderly fashion to the rear Copy Mart Parking Lot. The Seneca Parking Lot must be kept clear at all times, so as not to hamper the movement of emergency vehicles into the area.

Staff will line up single file by department **QUIETLY** in the large parking lot behind Copy Mart

DEPARMENT(S)	Space Number
Volunteer Dept/ALL VOLUNTEERS	1
Executive, Finance, Admin, Public Policy	2
Case Management	3
Development/Special Events	4
Education	5
Food Program	6
Housing	7
EHIP	8
Referral Services	9

Head count to commence with Safety Committee member walking per line and tallying people not accounted for.

Staff members are to remain in line and **SILENT** until count is complete.

Practice drills will be conducted on a quarterly basis and will be timed.

EXTREME WEATHER/DISASTERS: AGENCY CLOSURE PROTOCOL

POLICY:

It is the policy of Lifelong AIDS Alliance to provide a plan for continuation of services and have a viable plan for office closures in the event of an extreme weather emergency.

Most importantly, it is the policy of Lifelong AIDS Alliance to remain open and to conduct operations in all kinds of weather, unless travel has been deemed unsafe.

PROCEDURES:

The Chief Executive Officer, or his/her designee, may close the agency due to inclement weather conditions or emergencies on days otherwise scheduled for business. Common sense and good judgment in making this decision will balance the needs of our clients and the safety of our staff and volunteers.

At no time will staff or volunteers be expected to take unnecessary risks with their personal safety.

This plan will be enacted in the case of a major snowstorm, widespread power outages, major earthquake which damages roadways or any other disaster which effects normal operation procedures or effects staffs' or volunteers' ability to travel to work.

Employees and volunteers are not to work when inclement weather causes the agency to officially close. If the agency closes due to inclement weather, employees and volunteers will be informed of the agency closure through the agency voice mail system.

Agency Closure or Delayed Opening:

If the agency is closed or will be opening late, the main outgoing message for Lifelong AIDS Alliance (206-328-8979) will be changed by 7:00am. The message will notify both staff and the community of the closure or delayed opening.

If further details are necessary for staff to have, the outgoing message will instruct staff to check their personal voicemail for a more detailed message. These messages may include a appeal to staff who live on Capitol Hill to come in to help the kitchen if needed.

If staff members/volunteers usually depart before 7:00am for their commute to work, they should wait until 7:30am for the final decision.

Employees are responsible for calling to obtain current agency closure information. Employees are to report to work at their regular scheduled time unless otherwise instructed through a voice mail message from the Chief Executive Officer or his/her designee.

Exceptions to this policy may only be authorized by the Chief Executive Officer or his/her designee.

HEALTH AND SAFETY NOTES

- Do not come to volunteer if you are sick. Our clients have compromised immune systems and what may be a simple cold to you, can be detrimental to our clients' health. If you cough or sneeze while volunteering, please cover your mouth (preferably with your elbow or arm as that cuts down on the spread of germs) and wash your hands as soon as possible.
- Please wash your hands frequently, especially when volunteering in areas pertaining to food. Latex gloves should always be used when working with food. Feel free to use the instant hand sanitizer located throughout our buildings.
- If using a tool, knife, utensil, appliance, etc. that you are not familiar with, please ask a Lifelong staff member to train you on it before using it.
- If you injure yourself while volunteering, please notify your Program Coordinator or a Lifelong staff member immediately. They will be able to get you medical assistance and fill out an incident report to document the

- If you are lifting anything, please lift with your legs and not your back. If something is heavy or awkward, please get another volunteer or staff member to assist you with lifting. Please be extra careful while on ladders or lifting anything onto shelves above your head.
- Please adhere to the dress code policy as many of these restrictions are in place for health and safety reasons.
- In the event of an earthquake, please duck, cover, and hold until the earthquake has finished before exiting the building.
- In the event of a fire, please remain calm and exit the building immediately.
- In the event of an emergency evacuation or drill, please meet the Volunteer Department staff in the parking lot of Copy Mart (space 1). We will check you in to make sure you have made it out of the building safely.

VOLUNTEER JOB DESCRIPTIONS

Community Outreach Volunteer

Commitment: 2-4 hours whenever you sign up for an outreach event from our community outreach email list. Shifts, days, and times will vary based on event specifications.

Report to: Volunteer Coordinator or other departmental staff.

Basic Function: Engage in varying street outreach activities and tabling events (i.e. health fairs, community fairs, festivals, concerts, and events, etc.) in order to educate the community about Lifelong's goals, resources, services, volunteer program, and upcoming events as well as creating awareness about HIV/AIDS.

Duties and Responsibilities:

- Pick up materials for outreach and set up at table at event (or distribute materials to crowds depending on event).
- Distribute information, brochures, condoms, and other materials at events, fairs, and festivals.
- Conduct community outreach to promote safer sex and resources for targeted communities as defined by each department.
- Answer questions about Lifelong, its services, and HIV/AIDS. Refer people to Lifelong staff if unable to answer a question.
- Take down contact information as necessary for people interested in volunteering, signing up for the Seattle AIDS Walk & 5K Run, etc.
- Participate in the creation and implementation of community safer sex events and programs when asked.
- Learn about the goals of each outreach event as determined by the requesting department.
- Stay current on upcoming outreach events; including outreach at community events and/or festivals.
- Encourage people to get tested for HIV and other STD's.
- Return all materials back to Lifelong after the event.

Knowledge, Skills, and Abilities:

- Willingness to learn basic knowledge about HIV/AIDS and about HIV/AIDS prevention.
- Comfort with high public visibility. Outgoing personalities are a plus.
- Knowledge of and comfort with diverse sexual identification.
- Personal awareness and emotional maturity.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations, and ethnic diversity.
- Comfortable talking about issues of HIV/AIDS prevention and the Lifelong agency.

Bar Outreach Volunteer

Commitment: 2 hours per month, for at least 3 months, Fri or Sat 10pm-Midnight.

Report to: Men's Program Outreach Coordinator

Basic Function: Provide safer sex education and prevention targeted to the MSM community at gay bars on Capitol Hill.

Duties and Responsibilities:

- Perform outreach at gay bars throughout Capitol Hill. This includes handing out safer sex kits, providing prevention and education information about HIV/AIDS, and providing information about Lifelong and our programs and services.
- Encourage people to get tested for HIV and other STD's.
- Participate in community safer sex events and programs (if asked to participate).

- Participate in team meetings (if asked to participate).

Knowledge, Skills, and Abilities:

- Must be age 21 or older.
- In-depth HIV/AIDS prevention knowledge. Must have attended HIV 101 before volunteering.
- Outgoing and friendly personality.
- Personal awareness and emotional maturity.
- Comfortable with a high level of public visibility.
- Knowledge of and comfortable around gay and bisexual orientations.
- Comfort working in social and sexually-charged environments and discussing sexual information.
- Strong and effective communication skills which involves active listening.
- Ability to provide emotional support to community members and team members in a compassionate, empathetic manner.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations and racial diversity.

Bathroom Outreach Volunteer

Commitment: 6 hours per month, for at least 3 months, weekends and evenings

Report to: Men's Program Outreach Coordinator

Basic Function: Provide safer sex education and prevention targeted to the MSM community at gay bathhouses on Capitol Hill.

Duties and Responsibilities:

- Perform outreach at gay bathhouses on Capitol Hill. This includes handing out safer sex kits, providing prevention and education information about HIV/AIDS, and providing information about Lifelong and our programs and services.
- Encourage people to get tested for HIV and other STD's.
- Participate in community safer sex events and programs (if asked to participate).
- Participate in team meetings (if asked to participate).

Knowledge, Skills, and Abilities:

- Must be age 18 or older and male.
- In-depth HIV/AIDS prevention knowledge. Must have attended HIV 101 before volunteering.
- Outgoing and friendly personality.
- Personal awareness and emotional maturity.
- Comfortable with a high level of public visibility.
- Knowledge of and comfortable around gay and bisexual orientations.
- Comfort working in social and sexually-charged environments and discussing sexual information.
- Strong and effective communication skills which involves active listening.
- Ability to provide emotional support to community members and team members in a compassionate, empathetic manner.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations and racial diversity.

Youth Outreach Volunteer

Commitment: At least 4 hours per month for at least 3 months, Various days/times.

Report to: Youth Outreach Coordinator

Basic Function: To produce events, coordinate activities, perform outreach, and produce education and prevention materials for distribution to GLBTQ youth in Seattle/King County.

Duties and Responsibilities:

- Perform outreach to GLBTQ youth at Neighbours and to youth on the streets near downtown and Capitol Hill, community events, and other venues as defined by the Youth Outreach Coordinator. This includes handing out safer sex kits, providing prevention and education information about HIV/AIDS, and providing information about Lifelong and our programs and services.
- Encourage youth to get tested for HIV and other STD's.
- Participate in community safer sex events and programs.
- Participate in monthly team meetings (if asked to participate) or join the Community Advisory Board.
- Participate in and help produce events for GLBTQ youth.
- Help prepare mailings, fliers, posters, and other outreach and event materials.

Knowledge, Skills, and Abilities:

- Must be age 16 to 24.

- In-depth HIV/AIDS prevention knowledge. Must have attended HIV 101 before volunteering.
- Outgoing and friendly personality.
- Personal awareness and emotional maturity.
- Comfortable with a high level of public visibility.
- Knowledge of and comfortable around GLBTQ youth.
- Comfortable working in social and sexually-charged environments and discussing sexual information.
- Strong and effective communication skills which involves active listening.
- Ability to provide emotional support to community members and team members in a compassionate, empathetic manner.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations and racial diversity.

Special Events Volunteer

Commitment: 2-4 hours whenever you sign up for a special event from our special event email list. Shifts, days, and times will vary based on event specifications.

Report to: Volunteer Coordinator or other departmental staff.

Basic Function: Help with special events. Lifelong's special events include the Seattle AIDS Walk & 5K Run, Dining Out for Life, Lifelong Annual Benefit Breakfast, Gay Pride, and third party events.

Duties and Responsibilities:

- Duties and responsibilities will vary based on event. Some examples may include:
- Setup or breakdown of event.
- Passing out materials such as AIDS Ribbons, T-shirts, etc.
- Checking in or registering events guests.
- Staffing tables or booths.
- Serving food or beverages.
- Greeting, thanking, coat check, front door, or ushering.
- Collecting donations.
- Passing out safer sex kits.
- Decorating.
- Cheerleading or Course Safety Monitoring.
- Acting as an ambassador for Lifelong and talking about the event and Lifelong's programs and services.
- Encourage people to get tested for HIV and other STD's.
- Any other duties as assigned by Lifelong staff or as required by event.

Knowledge, Skills, and Abilities:

- Willingness to learn basic knowledge about HIV/AIDS and about HIV/AIDS prevention.
- Comfort with high public visibility. Outgoing personalities are a plus.
- Excellent communication and customer service skills.
- Knowledge of and comfort with diverse sexual identification.
- Events experience a plus.
- Personal awareness and emotional maturity.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations, and ethnic diversity.
- Comfortable talking about issues of HIV/AIDS prevention and the Lifelong agency.
- Comfortable talking about Lifelong special event details to events guests as instructed by Volunteer and Special Event Department staff.

Front Desk Volunteer (Seneca)

Commitment: 4 or 4.5 hours per week, 6 months minimum

Report to: Client Services Programs Coordinator

Basic Function: Greet and assist visitors, handle all incoming calls, provide resources

Duties and Responsibilities:

- Answer telephones and route calls.
- Greet clients, volunteers, and visitors, directing them appropriately or contacting staff members.
- Assist with administrative projects as needed.
- Track visitors on front desk log.
- Distribute thrift store vouchers, emergency grocery bags, and client mail.
- Keep front lobby neat (refilling condom dispensers, straightening magazines, etc.).
- Monitor consult rooms schedule and oversee bathroom access.

Knowledge, Skills, and Abilities:

- Punctuality and reliability.
- Comfortable working with people of varying backgrounds, including race/ethnicity, sexual orientation, and socioeconomic status.
- Ability to handle a multi-line phone.
- Ability to work calmly under stress.
- Commitment to excellent customer/client service.
- Strong communication skills.
- Ability to organize and work independently.
- Attention to detail.
- Flexibility and ability to think creatively.

Front Desk Volunteer (Annex)

Commitment: 2 hours per week for 3 months

Report to: Volunteer Coordinator

Basic Function: Reception, greet visitors, answer and transfer calls, intake for appointments, and light admin projects.

Duties and Responsibilities:

- Answer telephones and route calls.
- Take accurate and detailed messages.
- Provide inter-office mail support as necessary.
- Greet clients, volunteers, and visitors, directing them appropriately or contacting staff members.
- Assist with admin projects such as making safer sex kits, filing, sorting, envelope stuffing, stamping, spreadsheets, Word documents, preparing special events materials, etc.
- Keeping Annex lobby stocked and tidy.
- Taking food and Thrift Store donations to the appropriate buildings.
- Take in any money donations and write out receipts to donors.

Knowledge, Skills, and Abilities:

- Ability to handle a multi-line phone.
- Strong communication skills.
- Commitment to excellent customer/client service
- Ability to organize and work independently.
- Detail oriented.
- Ability to be flexible regarding tasks.
- Must be reliable and prompt.
- Have a sense of humor.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations and racial diversity.

Development/Events Assistant

Commitment: 2 hours per week for 3 months

Report to: Events Manager/Annual Fund Manager

Basic Function: Help maintain information on database and perform other Development or Special Events tasks as requested.

Duties and Responsibilities:

- Update addresses, phone numbers, email addresses and other information as needed.
- Add new names to the database with the appropriate codes.
- Assist staff with data clean-up projects.
- Generate mail merges as directed.
- Assist with mailings or other development office projects.
- Calling or emailing donors or special events participants.
- Special events admin.
- Preparing decorations and events materials.

Knowledge, Skills, and Abilities:

- Attention to detail.
- Good organizational skills.
- Excellent customer service skills.
- Events or development/fundraising experience a plus.

- Ability to understand directions and independently follow through with assigned task.
- Computer skills (MS Office products and database products such as Raiser's Edge or Kintera).
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations and racial diversity.

'That Thursday Thing'

Commitment: Drop-in night. Any time between 4:00-7:00 pm on Thursdays

Volunteers must be 14 years or older

Report to: Volunteer Department Staff

Basic Function: Complete admin projects and package condom kits.

Duties and Responsibilities:

- Package condom kits.
- Assist with admin projects such as stuffing envelopes, filing, sorting, stamping, stapling, etc.
- Assist with special events projects such as making signs, assembling decorations, special events admin, etc.
- Other duties as assigned by the Volunteer Department.

Knowledge, Skills, and Abilities:

- Ability to handle multiple tasks.
- Friendly disposition and willingness to help.
- Attention to detail.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations and racial diversity.

Will Call Volunteer

Commitment: 2-6 hours per week, 6 month minimum

Volunteers must be 18 years or older

Report to: Care Services Supervisor

Basic Function: Operate Will Call, a volunteer-driven program that provides access to arts and entertainment to people living with HIV/AIDS.

Duties and Responsibilities:

- Contact ticket donors including theaters and individual artists to solicit donations, explain Will Call procedures, and express appreciation.
- Input event and donor information in Excel worksheets.
- Inform clients of weekly events and record outgoing messages on Will Call hotline.
- Take reservations from hotline, ensuring accuracy of data in accordance with program rules.
- Call back clients in response to their reservation requests.
- Distribute tickets and information about events to clients at Will Call service table.

Knowledge, Skills, and Abilities:

- Knowledge of Microsoft Office Suite, especially Excel a plus.
- Familiarity and/or interest in current theatre/arts productions.
- Excellent communication and customer service skills.
- Good organizational skills and ability to work independently.
- Must be punctual, reliable, and friendly to members of public including other volunteers, donors, and clients of program.
- Must be comfortable working with people of wide diversity of backgrounds and life challenges. This position may require some conflict resolution and the need to help clients with medical and social challenges with accessing local events.
- Must be familiar with Lifelong AIDS Alliance facts, mission statement, etc. Confidentiality and avoidance of conflict of interest are of the utmost importance for this position.

Evergreen Health Insurance Program (EHIP) Administrative Assistant

Commitment: 2 hours per week for 3 months

Report to: EHIP Quality Analyst

Basic Function: Filing and other office tasks.

Duties and Responsibilities:

- Maintain client files in order.
- Adhere to EHIP procedures for filing and maintenance of files.
- Assist staff with other small office/admin projects.

- Generate mail merges and help with mail tasks as directed.
- Maintain strict client confidentiality.

Knowledge, Skills, and Abilities:

- Attention to detail.
- Excellent organizational skills.
- Ability to understand directions and independently follow through with assigned task.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations and racial diversity.

Thrift Store Volunteer

Commitment: 2-4 hours per week, 3 month minimum

Volunteers must be 16 years or older

Report to: Thrift Store Manager

Basic Function: Work at Lifelong Thrift Store in any of a variety of functions from sorting to vacuuming.

Duties and Responsibilities:

- Sort and tag donations.
- Greet and thank customers.
- Light cleaning (dusting, sweeping, breaking down boxes, throwing trash away, etc.).
- Work with thrift store staff to keep the store professional and comfortable.
- Must wear closed-toed shoes and sleeved shirt.
- Test electronics/appliances.
- Display merchandise.
- Call store manager when missing a shift.
- Must give at least two weeks notice for vacation/leave of absence.

Knowledge, Skills, and Abilities:

- Must possess good organizational and communication skills.
- Must possess excellent customer service skills.
- Must be prompt and reliable.
- Ability to lift at least 40 lbs.
- Ability to work as an effective team member.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations and racial diversity.

Food Delivery

Commitment: 1-3 hours per week (approx. 2-8 deliveries per route), most deliveries occur Thursdays 4pm to 7pm but some additional shifts occur at different times and different days of the week, 3 month minimum. Volunteers must be 16 years or older, have a driver's license, and a vehicle with proof of insurance. Volunteers are responsible for paying for gasoline.

Report to: Distribution Coordinator

Basic Function: Provide accurate and timely delivery of groceries and fresh meals to clients on a weekly basis.

Duties and Responsibilities:

- Maintain confidentiality and follow Lifelong AIDS Alliance delivery policies and procedures.
- Provide accurate and timely food delivery to clients on a designated route.
- Report missed deliveries (clients not at home) and changes in client status to Distribution Coordinator.
- Record weekly hours.
- Assist in training new volunteers or subs.
- Do not perform any tasks for clients outside of delivering food.
- Substitute drivers will be emailed open delivery shifts every week via email. Respond to email if interested.

Knowledge, Skills, and Abilities:

- Good organizational and communication skills.
- Must have a current driver's license and proof of liability insurance.
- Ability to follow directions and read maps.
- Strict adherence to client confidentiality and professionalism.
- General knowledge of the Lifelong AIDS Alliance food program.
- Ability to safely lift 30lbs.
- Must be flexible, prompt and reliable.
- Must give at least 2 weeks notice for vacation/ leave of absence/resignation.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations, and racial diversity.

Kitchen Volunteer

Commitment: One 3 hour shift per week: 9:00am-12:00pm or 1:00pm-4:00pm, Monday-Friday, 3 month minimum.

Report to: Executive Chef or kitchen staff lead

Basic Function: Assist kitchen staff in preparing fresh meals for weekly delivery

Duties and Responsibilities:

- Provide basic food preparation, including chopping and dicing large quantities (i.e. 50 lb. bags), and food packaging.
- Obtain and maintain a Health Department food handler's permit by the end of a 2 week orientation period. This is completed either online or at a class offered by the King County Public Health Department at a few locations around the city. The cost to volunteers of obtaining a food handler's permit is \$10 and is valid for 2 years.
- Follow directions given by the Chef and other kitchen staff in order to achieve a finished product.
- Responsible for tracking hours and entering them into the log.
- General kitchen clean-up including sweeping and mopping the floor, wiping kitchen equipment and taking out garbage and recycling.
- Responsible for notifying the Program Coordinator or Chef if not able to come in for an assigned shift.
- Maintain positive working atmosphere.

Knowledge, Skills, and Abilities:

- Ability to work as a team player and follow directions.
- Must be prompt and reliable.
- Must wear closed-toed shoes and shirts with sleeves.
- Maintain a high level of personal hygiene and follow food safety practices.
- Ability to lift at least 30lbs.
- Must give at least 2 weeks notice for vacation/leave of absence/resignation.
- Notify Program Coordinator and kitchen when unable to come in for shift.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations and racial diversity.

Warehouse Volunteer

Commitment: 3-4 hours per week, Tuesday through Thursday—days or early evenings depending on the day, 3 month minimum.

Report to: Warehouse Assistant

Basic Function: Work in Chicken Soup Brigade warehouse organizing items, packaging fresh meals, and bagging groceries for weekly distribution.

Duties and Responsibilities:

- Maintain confidentiality and follow Lifelong AIDS Alliance policy and procedures.
- Organize bags and menus for delivery and pick-up.
- General duty projects.
- Place meals and perishables in cooler and load satellite delivery vans.
- Assist food delivery drivers in loading vehicles and assist clients carrying out food.
- Assist with general cleanup efforts.
- Must give at least two weeks notice for vacation/leave of absence/resignation.
- Must notify Program Coordinator and Warehouse Assistant if unable to come in for a scheduled shift.
- Maintain positive working atmosphere.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Must possess good organizational skills.
- Must be flexible, prompt, and reliable.
- Must wear closed-toed shoes and sleeved shirt.
- Maintain a high level of personal hygiene and follow food safety practices.
- Ability to lift 30-40 lbs.
- General knowledge of Lifelong AIDS Alliance food program.
- Strict adherence to client confidentiality and professionalism.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations and racial diversity.

Care To Shop Representative

Commitment: At least one Saturday a month, 2.5 hours per shift: 10:00am-12:30pm or 12:30pm-3:00pm.

Report to: Food Program Staff

Basic Function: Representative for the Lifelong AIDS Alliance food drive at participating grocery stores.

Duties and Responsibilities:

- Hand out fliers to shoppers or other food donors detailing non-perishable food needs.
- Receive donations from shoppers exiting stores and place items in Care to Shop barrels.
- Keep informed of changes in Lifelong AIDS Alliance services.

Knowledge, Skills, and Abilities:

- Must be prompt and reliable.
- Ability to be flexible and respond to unexpected changes.
- Must be articulate and comfortable speaking in public.
- Must be familiar with Lifelong AIDS Alliance and Chicken Soup Brigade programs and services, mission statement, etc.
- Commitment to excellent customer service and professionalism.
- Must be comfortable standing on feet for a few hours.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations and racial diversity.

Pick-Up Center

Commitment: One 3 hour shift per week: Fri— 9:00am-12:00pm, 12:00pm-3:00pm, 3:00pm-6:00pm, or Sat— 10:00-1:00pm, 3 month minimum.

Report to: Pick-Up Center Staff

Basic Function: Assist at Chicken Soup Brigade Pick-Up Center distributing meals and groceries to pick-up clients, assist with various other Pick-Up Center duties.

Duties and Responsibilities:

- Assist client check in; distribute meals and groceries.
- Assist clients with grocery bags and meal carry-out as well as loading client vehicles.
- Monitor and maintain extra products available to clients.
- Assist in completing grocery bag preparation.
- Actively assist with proper safety measures.
- Must give at least 2 weeks notice for vacation/leave of absence/resignation.
- Must notify Program Coordinator and Pickup Center staff if unable to come in for a scheduled shift.

Knowledge, Skills, and Abilities:

- Must possess good organizational skills.
- Must be prompt and reliable.
- Must wear closed-toed shoes and sleeved shirt.
- Maintain a high level of personal hygiene and follow food safety practices.
- Ability to lift 20 lbs.
- General knowledge of Lifelong AIDS Alliance food program.
- Strict adherence to client confidentiality and professionalism.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations and racial diversity.

Satellite Pick Up Center Coordinator

Commitment: 3-4 hours per week, weekly, 3 month minimum.

Volunteers must be 18 years or older

Report to: Distribution Coordinator

Basic Function: Help run the Distribution Centers in Central/South/West/East King Counties.

Duties and Responsibilities:

- Maintain confidentiality and follow Lifelong AIDS Alliance policy and procedures.
- Work with volunteers in assembling grocery and meal bags.
- Staff and manage satellite site until all drivers and clients have arrived, make missed deliveries as necessary.
- Work with Distribution Coordinator, volunteers and food program team to ensure efficient and accurate food distribution.
- Weekly follow up with Distribution Coordinator.
- Return sign-in sheets weekly.
- Provide mentorship training to new volunteers.

- Create and maintain a positive working environment for volunteers.
- Must give at least two weeks notice for vacation/leave of absence/resignation.

Knowledge, Skills, and Abilities:

- Good organizational and communication skills.
- Must be flexible, prompt, and reliable.
- Ability to lift 30 lbs.
- General knowledge of food program.
- Strict adherence to client confidentiality and professionalism.
- Must have current driver's license and proof of liability insurance.
- Comfortable working with people of varying socioeconomic backgrounds, sexual orientations and racial diversity.



1002 East Seneca
Seattle, WA 98122

206/957-1776
volunteer@llaa.org
www.llaa.org