

# Volunteer Handbook



The **HEALTH** Trust



# Table of Contents

Purpose of this Handbook.....	1
About The Health Trust .....	3
Mission.....	3
Vision.....	3
Values .....	3
Community Involvement .....	3
Programs .....	3
Ongoing Volunteer Opportunities .....	4
Frequently Asked Questions:.....	8
What You Can Expect From The Health Trust .....	8
What The Health Trust Expects From You .....	9
Volunteering Policies & Procedures.....	10
Absence and Lateness .....	10
Attendance .....	10
Holidays .....	10
Background and Reference Check.....	10
Website .....	11
Commitment .....	11
Confidential Information .....	11
Dependability.....	11
Dress Code.....	12
Driving Record .....	12
Equal Volunteering Opportunity .....	12
Expense Reimbursement.....	12
Feedback .....	12
Exit Interviews.....	13
Gifts, Tips, Soliciting.....	13
Harassment.....	13
Health Examinations .....	13
Use of Agency Property.....	14
Parental Consent .....	14
Resignation .....	14
Security .....	14
Smoking .....	14
Substance Abuse.....	14
Tax Deductions .....	15
Traffic Violations.....	15
Standards Of Conduct.....	16
Contact Information .....	17
Receipt & Acknowledgement of The Health Trust Volunteer Handbook.....	18

## Purpose of this Handbook

Thank you for volunteering with The Health Trust. As a volunteer, you will play an integral role in improving the health and wellness of residents throughout Silicon Valley. Volunteers enable The Health Trust to provide health services and information that may otherwise not be available.

This Handbook has been prepared to help you become better acquainted with The Health Trust and your role as a volunteer. It is designed to answer many of your questions about the policies and procedures of The Health Trust, what you can expect from The Health Trust, and what we expect from you.

This Handbook includes the following:

- Information about The Health Trust
- The Health Trust's volunteer opportunities
- Volunteer responsibilities
- Client confidentiality
- Important contact information
- Frequently asked questions
- Receipt and Acknowledgement of Handbook

We ask that you read this Handbook carefully, and refer to it as needed. If you have any questions or concerns regarding any materials included in this handbook, please do not hesitate to contact your volunteer coordinator.

# About The Health Trust

## Mission

To lead the Silicon Valley community to advance wellness.

## Vision

To transform Silicon Valley into the healthiest region in the country.

## Values

- Integrity: Serving with respect and honesty
- Innovation: Finding new and better ways to enhance the health of our diverse communities
- Stewardship: Using resources prudently while growing and preserving assets
- Collaboration: Partnering to build healthy kids, neighbors, families and friends.
- Focus: Promising never to stray from our mission and vision in order to affect meaningful change in our community's approach to health.

## Community Involvement

The Health Trust brings together individuals, academic institutions, national service members, corporations, youth organizations, and civic clubs to develop collaborative health solutions in Silicon Valley. As a result of contributions from the community, The Health Trust is able to fill gaps in service, respond to unmet needs and extend successful programs to new populations. In fiscal year 2006, 3000 community members contributed over 45,000 hours of service, valued at more than \$500,000.

- Traditional volunteers help deliver food for programs such as Meals on Wheels, and AIDS Services' Food Basket program, provide translation for clients at community health events, and support all programs of The Health Trust.
- Service Learning students are tying their classroom education with community service to deliver health education, assess the walkability of San Jose neighborhoods, and design computer applications to expand the capacity and efficiency of The Health Trust programs.
- National service members, serving with AmeriCorps VISTA are providing direct services to clients, as well as developing sustainable programs to meet the county's health needs.

## Programs

Through our programs, The Health Trust builds capacity for health care services where they are needed most. We also work to increase access to services for some of our neediest residents.

The Health Trust has numerous programs and initiatives:

- **AIDS Services**-Provides nursing, social work case management and counseling to individuals and families living with HIV/AIDS, and connects them with community resources that can help make their lives easier. Our AIDS Services program also includes The Living Center, which provides workshops, warm meals, and a positive environment for those living with HIV/AIDS.
- **Community Health Promotions**-Provides health education in the homes of low income families residing in Santa Clara County. The program implements outreach campaigns which focus on oral health education.
- **Community Wellness**-Expands access to health care by bringing health education and free or low-cost wellness checks to individuals through community events.
- **Meals On Wheels**-Has delivered hot, nutritious meals to frail elderly and homebound disabled persons in Santa Clara County for more than 25 years.
- **Minds Alive! Learning Differences**-A research-based approach to addressing learning differences in an educational setting. This model recognizes and values learning differences by training and coaching educators, parents and students to address educational challenges through awareness of learning profiles and personal strengths.
- **Community Partnerships**-Brings together individuals, academic institutions, national service members, corporations, youth organizations, and civic clubs to develop collaborative health solutions in Santa Clara County.
- **Family Health Insurance**-Helps low income families access health insurance. Bilingual assistance is available at convenient locations throughout Santa Clara County.
- **Children's Dental Services**-Provides comprehensive dental care through mobile and fixed facilities at a mix of school and community based locations.

## Ongoing Volunteer Opportunities

### Meals On Wheels

As a [Meals on Wheels](#) volunteer, you will be delivering meals and providing companionship to homebound adults and seniors. We provide the hot meals, background information about your clients, and detailed directions to their homes. You supply your time and energy, as well as the automobile and gasoline to complete your route. Meals are picked up at either O'Connor hospital in San Jose, or Saint Louise Hospital in Gilroy.

Because of the training involved, as well as the necessity of providing stability for our clients, we have the following requirements:

- A minimum 6 month commitment
- Availability from 10 AM to 1 PM at least one day during the week
- Valid driver's license and auto insurance
- Must be at least 18 years old
- Must complete a background check

### The Living Center

The Neil A. Christie Living Center provides a safe haven for those living with HIV/AIDS to interact with other community members in a positive environment. The goal of the center is to promote the optimum health and well-being of people living with HIV/AIDS, and to educate the community about the disease.

Living Center volunteers are needed to help with various tasks including:

- **Teacher:** Teach any topic of general information, such as computer skills, yoga, nutrition, exercise, etc. We welcome any topic that would be useful to our members and beneficial to their lives.
- **Greeter:** Greet all visitors introducing yourself, ask visitors how we can help them, give visitors tours of the building and offer visitors food and beverages.
- **Clerical Position:** Greet all visitors, answer phones, fax, make copies, type letters, data entry, and envelope stuffing.
- **Maintenance Position:** Greet all visitors and introduce yourself, clean kitchen counters, sink, microwave, and wipe off kitchen table, clean bathroom including sink and floor, vacuum the house including the kitchen and offices, sweep front porch and wipe walls and doors. **Please wear gloves, mask, or apron as necessary or needed for safety.**

Hours of operation at The Living Center:

Monday-Friday 12:00-6:00 pm.

Saturdays 12:00-5:00 pm.

### The Food Basket

The Food Basket provides food and nutritional supplements to individuals and families with HIV/AIDS. Volunteers are needed to help pack and deliver food to homebound residents, as well as to assist the more mobile clients who come to the center to pick up their food.

As a Food Basket volunteer, you will be providing a supplemental food service to individuals and families living with HIV/AIDS. The Food Basket operates once a month, with the following positions available:

- **Food Packer:** Pack food on Friday night from 6:00 pm to 7:30 pm at a warehouse located in San Jose.
- **Delivery:** Deliver food on Saturday morning, from 8:30 am to 12:00 pm. You will be given the name and address of the clients on your route, as well as a map to their home. You may deliver food individually, in pairs, or in groups. A background check is required for all Food Basket delivery drivers.
- **Pick Up:** Volunteer at the warehouse during the week following the Saturday of delivery, assisting clients who pick up their own food. The available shifts are Monday-Friday, 9:30 am-12:00 pm and 2:00 pm-4:30 pm.

### The PlaneTree Library

The Plane Tree Library, one of The Health Trust's community partners, is a comprehensive consumer health and medical library, which is free and open to the public. Its main purpose is to provide the community with access to information about their health and how to make healthy lifestyle choices. Volunteers are needed to assist with article reproduction/review, data entry, customer service functions, and special projects. Individuals with library experience or a health/medical background, as well as those bilingual in Vietnamese or Spanish, are encouraged to volunteer.

As a volunteer for the [Plane Tree Library](#), you will be an integral part of a dedicated group that ensures that up-to-date, useful health information is available for Santa Clara County's diverse community. Staff and volunteers work together to help visitors assess what type of health and medical information they need, understand the variety of information available within the library, and learn about resources beyond the library. PlaneTree opened in 1989 and in 2003 relocated to Good Samaritan Hospital. The library is free and open to the public, a community service of Good Samaritan Hospital.

Volunteers assist with the following:

- **Copy Expert:** Uses sophisticated copy machine and detailed procedures to make single copies from the many medical journals and health magazines that the library subscribes to. These copies update the article files on over 700 topics; patrons then select which articles meet their needs and make a personal copy. A detail-oriented and quality-focused volunteer would be an ideal fit for this position.
- **Subject Specialist:** Uses a specific review process to make sure the highly popular article files have a balance of current, relevant articles and booklets. Suggests which pieces are out-of-date and should be purged. Search for updated material when necessary. Requires a process-oriented volunteer, preferably with medical knowledge or background.
- **Book Cart Assistant:** Interacts directly with patients and families at Good Samaritan Hospital by taking the specialized PlaneTree book cart to their rooms. Well-selected

books, magazines, and videos may be borrowed while patient is in hospital. Volunteers who enjoy social interaction and are comfortable in a hospital environment are required.

- **Librarian:** Performs general and specific reference. Excellent position for someone with an MLS, previous library experience, or health education background.
- **Graphics/Administrative Whiz:** Support small paid staff designing flyers, assisting with mailings, etc. Enter data into confidential mailing list. Excellent computer skills required.
- **Special Projects:** Work on various short-term projects. A great position for someone seeking a short-term commitment.

### **AmeriCorps\*VISTA**

AmeriCorps\*VISTA (Volunteers in Service to America) is a national program that provides full-time volunteers to community-based organizations and public agencies to create and expand programs that bring individuals and communities out of poverty. It was established in 1965 during President Johnson's administration. Each year, nearly 6,500 AmeriCorps\*VISTA members leverage human, financial, and material resources to increase the capacity of thousands of low-income communities across the country to solve their own problems.

Under The Health Trust's AmeriCorps VISTA grant, up to 12 members serve with The Health Trust or key partnering organizations, including School Health Clinics and CommUniverCity San Jose. The Health Trust VISTA members dedicate one year of full-time volunteer service to improving the health and wellness of Silicon Valley residents. While volunteering, they receive a small living stipend and an education award. VISTA members serve with The Health Trust because they are dedicated to public service, interested in professional skill development, and believe in The Health Trust's ability to positively impact the community.

**If you are interested in learning more about any of the above opportunities, please contact Katie Plante at [katiep@healthtrust.org](mailto:katiep@healthtrust.org) or (408) 961-9899.**

## Frequently Asked Questions:

### **Q: What is The Health Trust?**

A: The Health Trust is a public benefit corporation committed to advancing wellness in order for Silicon Valley to become the healthiest region in the nation. The Health Trust makes grants, provides services, and raises funds to solve community health issues. For more information about our programs and services, please visit our main web site at [www.healthtrust.org](http://www.healthtrust.org).

### **Q: Do you offer evening and/or weekend opportunities?**

A: Yes. Outreach, education, and direct service programs provide opportunities for evening and weekend experiences and are offered throughout the year. For instance, The Food Basket volunteers pack and deliver food to clients with HIV/AIDS once a month, on Friday evenings and Saturday mornings. There are also volunteer opportunities on Saturdays and some evenings at The PlaneTree Library, as well as on Saturdays at The Living Center. The schedule of outreach activities can be accessed online or through the Community Partnerships office.

### **Q: As a student, can I fulfill my service learning hours through your programs?**

A: Yes. Students can help with some of our programs as well as other special events. Students, age 18 and over, who are insured and licensed drivers can deliver hot meals with a time commitment of six months. Students also provide support with office work after school.

### **Q: Are there opportunities for groups or families to volunteer?**

A: Yes, groups of people have adopted routes in our Meals On Wheels program, for instance. Many even bring young children along. The group can choose a day (or days) to be responsible for the delivery of meals, and then schedule drivers for those committed days. The Food Basket is another program in which groups of friends or family members often volunteer together to pack and deliver food for homebound clients. Groups can also deliver holiday meals, participate in our special events, and take on special projects, such as preparing holiday gift bags.

### **Q: What time commitment is required?**

A: The time commitments vary according to the program. We can accommodate people who wish to volunteer on either a short-term or long-term basis.

### **Q. Can I volunteer for more than one program at a time?**

A: Yes. For example, it is not uncommon for someone to assist at the Food Basket while also volunteering with Meals On Wheels or at The Living Center at the same time.

## What You Can Expect From The Health Trust

As a volunteer, you will:

- Receive a job description for your assignment.
- Be trusted with confidential information that will help carry out assignments.
- Be appreciated and recognized.
- Receive orientation, training, and supervision
- Be encouraged to offer your suggestions about your assignment and The Health Trust volunteer program.
- Be valued for your contributions to The Health Trust and the community.

## **What The Health Trust Expects From You**

As a volunteer, we ask that you:

- Know your position responsibilities and how to do them promptly, correctly and pleasantly.
- Cooperate with staff and your fellow volunteers and maintain a good team attitude.
- Voice your opinions and contribute your suggestions to improve the quality of The Health Trust.
- Attend all training sessions scheduled for your assignment.
- Sign-in each time you arrive for a work assignment, or keep a time card as requested by your coordinator.
- Inform your volunteer coordinator as soon as possible of any planned absence or lateness.
- Wear any required uniform or ID badge at all times.
- Keep all communications with or concerning clients confidential.

# Volunteering Policies & Procedures

## Absence and Lateness

The positions volunteers fill are critical to this organization. If you fail to show up or show up late, we are unable to meet the needs of our clients. If you are unable to volunteer, or if you will arrive late, please contact your volunteer coordinator immediately. Give him or her as much time as possible to arrange for someone else to cover your position until you arrive. If you plan to be absent consecutively for a week or more, please inform the volunteer coordinator to help get a replacement while you are gone.

## Attendance

In order for us to keep an accurate record of your contribution to the agencies with which you serve, you may be required to keep a time card, or sign in and out each time you volunteer. Please check with your volunteer coordinator.

## Holidays

The Health Trust is closed on the following holidays:

- New Years Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day\*
- Christmas Day\*

Additional holiday observances will be announced in advance. When Christmas or New Years day falls on a Saturday or Sunday, The Health Trust observes the holiday on the following Monday.

\*Our Meals On Wheels program operates on both Thanksgiving and Christmas Day.

## Background and Reference Check

In order to ensure a safe environment, volunteers that are working directly with clients or have access to confidential information, without direct supervision, will be required to submit to a criminal history background check and a reference check prior to acceptance

as a volunteer. Individuals who refuse to comply with this request will not be accepted as a volunteer.

### **Website**

Our website includes information on upcoming as well as ongoing volunteer opportunities. It also includes highlights of volunteer contributions and events. On the website you can also find contact information for The Health Trust staff. You can visit our website at [www.healthtrust.org](http://www.healthtrust.org).

### **Commitment**

Certain volunteer positions require a commitment of between 6 months and 1 year. This commitment is important because it allows us to justify the cost of processing a background check as well as provides a stable contact for our clients.

We realize that there are unforeseeable circumstances that might prevent volunteers from fulfilling the commitment.

### **Confidential Information**

We have an obligation to our clients to maintain their confidentiality and respect their privacy. Every client served by The Health Trust has the right to confidentiality. If, however, you are aware of a client issue that requires immediate help, please inform your volunteer coordinator.

Confidential health information is protected under a federal law called the Health Insurance Portability and Accountability Act or HIPAA. As a volunteer, you will be required to complete a short HIPAA training, and sign a form acknowledging that you understand and will comply with HIPAA.

As you work with the staff, information of a confidential matter may be shared with you. You must not share this information with anyone who does not have a professional right or need to know the information. Such information is not to be shared with your family, friends, or acquaintances.

No one is permitted to remove or make copies of The Health Trust's records, reports or documents without prior approval.

Release of confidential information to unauthorized persons can result in dismissal from your service, and could involve you in legal proceedings.

### **Dependability**

Please be prompt and consistent. We know there will be times when you will be ill, on vacation or unable to volunteer for one reason or another. If the situation arises, please let the staff know as far in advance as possible.

## **Dress Code**

Volunteers are expected to wear clothing appropriate for the nature of the volunteer position. Clothing may be casual, however should be neat, clean and tasteful. Avoid clothing that can create a safety hazard. Some volunteers may be issued a volunteer badge. If you have been issued a volunteer badge, you should wear this at all times while volunteering. Your supervisor may issue more specific guidelines.

## **Driving Record**

Volunteers whose volunteer work requires operation of a motor vehicle must present and maintain a valid driver's license and automobile insurance. You will be asked to submit a copy of your driver's license and automobile insurance card to The Health Trust from time to time in order to insure that our records are up to date. Any changes in your driving record must be reported to the volunteer coordinator immediately.

## **Equal Volunteering Opportunity**

The Health Trust provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

## **Expense Reimbursement**

You must have your volunteer coordinator's written authorization *prior* to incurring an expense on behalf of The Health Trust. To be reimbursed for all authorized expenses, you must submit an expense report accompanied by receipts and approved by your volunteer coordinator.

## **Feedback**

The Health Trust encourages all volunteers to voice any concerns, suggestions, or grievances. A grievance is defined as any event, condition, rule, or practice which the volunteer believes violates his or her rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness in the volunteer position. If at any time, you have something you would like to discuss with The Health Trust your first step should be to meet with your volunteer coordinator.

If you have concerns about any volunteering condition, policy, practice, or action by The Health Trust, you should tell your volunteer coordinator about it and discuss the matter confidentially and in private with him/her. If, for some reason, you do not feel comfortable approaching your volunteer coordinator, or your volunteer coordinator fails

to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, you may wish to address it with the Director.

Your volunteer coordinator's immediate supervisor, or the Director will review the grievance and ask to meet with you. You should feel free to openly discuss your complaint or suggestions. The Director will do his/her best to resolve the issue.

### **Exit Interviews**

In instances where a volunteer willingly leaves, The Health Trust may ask to conduct an exit interview in order to discuss your reasons for leaving and any other impressions that you may have about The Health Trust. It is hoped that this exit interview will provide feedback on your volunteer experience and ideas for possible improvements. All information will be kept strictly confidential and will in no way affect any references that The Health Trust will provide to another agency about you.

### **Gifts, Tips, Soliciting**

Do not accept any tips or gifts from clients, their families or friends. We do not want clients to feel obligated to reward The Health Trust's volunteers.

Also, you may not promote or solicit your own business enterprise, political agenda or religious beliefs while volunteering with us. Solicitation of clients for a private charity is also prohibited.

### **Harassment**

The Health Trust intends to provide a volunteer environment that is pleasant, healthy, comfortable, and free from intimidation, hostility or other offenses which might interfere with volunteer performance. Harassment of any sort — verbal, physical, sexual — will not be tolerated. Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence.

The Health Trust will not tolerate any unwelcome sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively performing the duties of their position, or when such conduct is made a condition of volunteering, either implicitly or explicitly.

### **Health Examinations**

Certain volunteer positions may require a health examination or verification of Hepatitis B immunization or a tuberculin (TB) skin test. This may be necessary to insure that you are capable of handling the tasks involved in your job position safely and without possible harm to others. If this is required, you will be asked to present appropriate documentation from a physician or appropriate health practitioner before assuming your volunteer position.

## **Use of Agency Property**

In some instances, a volunteer position may require the use of tools or equipment provided by The Health Trust. All equipment must be signed out from the volunteer coordinator. In no instance may a volunteer remove equipment off the premises without prior approval. We ask that volunteers take care to ensure that the equipment or tools are returned in good condition. The tools or equipment are often costly and difficult to replace.

## **Parental Consent**

If you are under the age of 18, you must have a parent or guardian sign a parental consent form giving permission for you to volunteer with The Health Trust. You must turn in the form prior to volunteering. You can get this form your volunteer coordinator.

## **Resignation**

We realize that it may become necessary for you to leave your volunteer position with The Health Trust. If you anticipate having to resign your position with The Health Trust, please notify your volunteer coordinator as far in advance as possible.

## **Security**

The Company has developed guidelines to help maintain a secure workplace. The security of facilities as well as the welfare of our employees depends upon the alertness and sensitivity of every individual to potential security risks. You should immediately notify your supervisor when unknown persons are acting in a suspicious manner in or around the facilities, or when keys, security passes, or identification badges are missing.

In addition, every volunteer should know the location of all alarms and fire extinguishers, and familiarize your self with the proper procedure for using them. Volunteers should also be aware of the emergency exits at their service site.

## **Smoking**

The Health Trust is a non-smoking facility. If you smoke, there are outside places appropriate for you to take a short break. Please be courteous and concerned about the needs of your fellow volunteers and others. Volunteers shall not use any tobacco product while in direct public contact, nor in situations where fellow employees may find it offensive.

## **Substance Abuse**

Volunteer involvement with any illegal drugs and alcohol can have an impact on our agency and on The Health Trust's ability to achieve its objectives of safety and security. Therefore, you are expected to report to the agency without illegal drugs or alcohol in your body.

The possession, sale or use of illegal drugs or alcohol while volunteering, shall be a violation of safe volunteer practices and will be subject to disciplinary action, including dismissal.

### **Tax Deductions**

Some expenses you may incur while volunteering are tax deductible. Information on what is deductible, including information on deduction for gas and car related expenses can be found in IRS Publication 526 at [www.irs.gov](http://www.irs.gov).

### **Traffic Violations**

If you are authorized to operate a vehicle in the course of your assigned volunteer work, you will be considered completely responsible for any accidents, fines or traffic violations incurred.

## **Standards Of Conduct**

The Health Trust is an at-will agency. Failure to comply with the following standards of conduct may result in you no longer being able to volunteer.

- Willful violation of security or safety rules or failure to observe safety rules.
- Negligence or any careless action which endangers the life or safety of another person.
- Possession or use of all illegal drugs or other illegal substances.
- Excessive tardiness or absenteeism.
- Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on agency premises or when representing The Health Trust; fighting, or provoking a fight on agency property, or negligent damage of property.
- Threatening, intimidating or coercing fellow volunteers or clients on or off the premises — at any time, for any purpose.
- Theft of agency property or the property of fellow volunteers; unauthorized possession or removal of any agency property, including documents, from the premises without prior permission from management; unauthorized use of agency equipment or property for personal reasons; using agency equipment for profit.
- Dishonesty; willful falsification or misrepresentation on your application for volunteering or other volunteer records; alteration of agency records or other agency documents.
- Breach of confidentiality of personnel information.

## Contact Information

### **The Health Trust**

1701-B South Bascom Ave.  
Campbell, CA 95008

### **Rachel Kulik**

Program Manager, Community Partnerships

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### **Olympia Williams**

Program Manager, Meals On Wheels

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Phone: (408) 961-9804

Fax: (408) 961-9869

### **Cindy Barboza**

Program Coordinator, The Food Basket

E-mail: [cindyb@healthtrust.org](mailto:cindyb@healthtrust.org)

Phone: (408) 297-1294

Fax: (408) 297-0584

### **Pilar Furlong**

Director of Fund Development and Communications, School Health Clinics

E-mail: [pilarf@schoolhealthclinics.org](mailto:pilarf@schoolhealthclinics.org)

Phone: (408) 282-4347

Fax: (408) 282-4340

### **Alma Reales**

Volunteer Coordinator, The Living Center

E-mail: [almar@healthtrust.org](mailto:almar@healthtrust.org)

Phone: (408) 981-0852 x 202

Fax: (408) 971-0829

### **Norma Ortiz**

Program Manager, Dentistry With Heart

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Phone: (408) 879-8422

Fax: (408) 559-9515

## Receipt & Acknowledgement of The Health Trust Volunteer Handbook

This Volunteer Handbook is an important document intended to help you become acquainted with The Health Trust. This Handbook is a guide to introduce you to the mission and vision of The Health Trust, as well as practices and principals related to your role as a volunteer.

Please read the following statements and sign below to indicate your receipt and acknowledgement of The Health Trust Volunteer Handbook. **Please keep one signed copy in your handbook for your records and return the other copy to the volunteer coordinator.**

- I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of The Health Trust at any time.
- I further understand that my volunteering is terminable at will, either by myself or The Health Trust, regardless of the length of my volunteering.
- I understand that my signature below indicates that I have received this copy of the handbook and that I agree to read prior to my first volunteer assignment.

\_\_\_\_\_  
Volunteer's Signature

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

\_\_\_\_\_  
Volunteer Coordinator Signature

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

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\_\_\_\_\_  
Volunteer's Signature

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

\_\_\_\_\_  
Volunteer Coordinator Signature

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