



Friends Helping Friends: Policies and Procedures

Friends Helping Friends is committed to serving the most vulnerable members of our community through an approach that reflects the inherent dignity and worth of each individual. To ensure the values and principles of our mission are reflected within our organizational practices, Friends Helping Friends mandates that trustees, board members, employees, and volunteers exercise honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Purpose

The purpose of this Policies and Procedures Organizational Policy is to give employees and volunteers guidelines for their safety, the integrity of the agency, and to maintain compliance with all local and federal laws pertaining to the daily operations of *Friend Helping Friends*.

Safety

In order to maintain the safety of the staff and volunteers at *Friends Helping Friends*, when working in the office or field directly with clients, these guidelines must be followed:

- a) No employee or volunteer should be in the field or the office alone at any time. This means that a minimum of two individuals affiliated with the agency must be present at all times.
- b) All employees will be assigned a personalized code to enter the workspace of the office and are not to share this code with anyone.
- c) If a person is trying to enter the office and does not have a code, approval must be given by the employee/volunteer's supervisor ahead of time and the non-employee/volunteer will be escorted the entire time.
- d) No employee or volunteer should be working outside the office without signing out with the office staff and giving locations of where they will be working, along with contact information for emergencies.
- e) No employee or volunteer must conduct field work in their personal vehicle, only *Friends Helping Friends* vehicles should be used for the transportation of supplies to clients.
- f) No employee or volunteer may give transportation to clients in their personal vehicles and must have prior authorization to give transportation to clients in agency vehicles.
- g) All employees and volunteers must do a vehicle inspection before departing and upon arrival back at the agency.
- h) All employees and volunteers must immediately report any instances of violence or incident while working in the field or in the office.



Field Work Policies

In order to comply with state and federal laws and regulations, these guidelines must be followed when working in the field one on one with clients:

- a) When distributing supplies to clients, no supplies must be given out on federally owned land per SB 8005.
 - i) All supplies will be distributed on city-owned property, that is near to known camping areas for clients.
- b) No employee or volunteer must assist the clients with the building of structures for sleeping/living at any time.
- c) Clients may only receive as many supplies as they can carry on their person (i.e. backpack, duffle bag, purse, etc.) as to minimize waste and comply with SB 8005.

****All policies and procedures are subject to change at any time by the board members of *Friends Helping Friends*. These changes must be immediately communicated to all employees and volunteers.****