

Homeless Empowerment Program (HEP)

Volunteer Handbook



2025 Edition
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Table of Contents

4 Opening Letter

About HEP

6 Welcome

7 History of HEP

10 HEP's Mission and Values

11 HEP Campus Map

13 HEP Services

14 Leadership

Volunteer Program

16 HEP Volunteer

16 HEP's Commitment to our Volunteers

16 Volunteer's Commitment to HEP

16 HEP Volunteer Specialist

17 Volunteer Position Placement

17 Direct Supervisors

18 Volunteer Programs

Volunteer Recruitment

20 Volunteer Application Process

21 Youth Volunteers

21 Former Clients and Staff as HEP Volunteers

21 Professional Volunteers

Volunteer Experience

23 Orientation & Training

23 Attendance, Absences & Change of Schedule,

23 Volunteer Sign-in and Sign-out

24 Dress Code

25 Storage of Personal Belongings

25 Meals

25 Working with Residents

25 Parking

25 Service Hours & Recommendations

26 Resignation

26 Termination

Volunteer Policies

- 28 ICARE Code of Ethics
- 29 Behavior Policies
- 30 Interpersonal Conflict & Grievances
- 30 Harassment & Discrimination Policies
- 31 Work Environment
- 31 Standard of Conduct
- 32 Equal Volunteer Opportunity
- 32 Smoking, Drugs, & Alcohol Use

Volunteer Safety

- 35 HEP's Commitment to Safety
- 35 Volunteer Safety Responsibilities
- 35 Job-Specific Safety Precautions
- 35 Volunteer Incident Reporting
- 36 General Emergency Guidelines
- 36 General Evacuation Guidelines
- 39 Appendix A. Bomb Threat Checklist

Dear Volunteer,

Welcome! You have joined a team that works in effective partnership with our fellow volunteers, staff members, donors, service providers, and neighbors to shape a caring community.

On behalf of the staff and Board of Directors at the Homeless Empowerment Program (HEP), we would like to thank you for becoming a member of our volunteer team!

Please take the time to become familiar with our mission and what HEP stands for. It is important that all volunteers are eager to share and abide by these precepts.

Since the founding of HEP, volunteers have been a valuable resource to our clients and staff. Here at HEP, we are truly grateful to have so many loyal and dedicated volunteers that have chosen to serve the many men, women, and children who reside in our facilities each day.

We hope that you find becoming an HEP volunteer is a rewarding experience as you empower and encourage those in need. Whether you decide to assist in the Urban Empowerment Gardens, Veterans Clubhouse, HEP Thrift Store, or one of our other campus areas, you will undoubtedly have the opportunity to touch the lives of others in your community.

Again, welcome to HEP!



E. Ashley Lowery
President & CEO



Edie Minton
Volunteer Specialist

ABOUT HEP



Welcome to the Homeless Empowerment Program Volunteer Team!

As you may know, volunteering in any human services agency will present both challenges and rewards. HEP is no different. This handbook was created to give you some essential information about the policies and expectations of HEP. We have created these policies and expectations to ensure that the volunteer services you provide meet both the needs of our organization and of yourself.

We consider this handbook a living document. This means we will update this handbook as our programs and services at HEP continue to grow. With the help of comments and suggestions from fellow volunteers and staff, the policies detailed in this handbook may change over time. This is necessary to make sure that every volunteer, staff member, and resident has the best experience during their time at HEP.

You are encouraged to talk with your Direct Supervisor and/or Volunteer Specialist if you have any questions about the contents of this handbook or about your volunteer experience.

Thank you for giving your time and talents to help men, women, and children in need. We hope that you find volunteering with HEP a positive and rewarding experience!

History of HEP

Seeing a desperate need in his community, in the early 1960's Reverend Otis C. Green, Pastor of Everybody's Tabernacle, Inc. began helping people who attended his church with shelter, food, and clothing. Throughout the years as Everybody's Tabernacle continued to meet the immediate needs of many homeless and very low-income individuals and families of Pinellas County. As the needs of the community increased, he realized that lasting change would not come to the area with this short-term solution alone.

HEP evolved from a vision of simply helping people to help themselves. Since the organization's inception in 1986, HEP has grown from a small organization to a multiservice non-profit 501(c)(3) corporation offering emergency, transitional, and permanent supportive programs as well as a host of other professional services to individual, Veterans, and families that reside on our 8-acre campus each day.

Throughout the years, HEP has developed a network of supporters and resources to help deliver services to the homeless. HEP is a member of the Homeless Leadership Board, which is made up of other local agencies working together to help prevent homelessness and combat the problems associated with it. In addition, HEP is affiliated with the Florida State Homeless Coalition and other committees, working on the local level to address the needs of the homeless.

HEP is widely known for its innovative programs that empower individuals and families to effect positive change and growth in their lives. HEP has been recognized on the floor of Congress in Washington and honored by the Governor of the State of Florida. Through its many programs and supportive services, HEP sows the seeds of permanent change. In 2015, HEP changed its name from Homeless Emergency Project to the Homeless Empowerment Program, to better exemplify our commitment to empowering our clients.

After the global pandemic hit our community in 2020, our campus and programs looked very different from our beloved "normal" day to day life. However, caring for our clients and fulfilling the needs of homeless and low-income individuals and families is still our top priority. During the COVID-19 quarantine, essential services (such as hot meals, case management, and medical care), were still provided to the homeless clients finding refuge in HEP's housing programs. As the HEP campus reopened with full staff, programs were modified, however, HEP continues to adapt to the continuously changing environment of COVID-19. We look forward to continuing to find innovative and impactful ways to help those less fortunate and bring our community together in service!



1957

Reverend Otis C. Green completes the construction of Everybody's Tabernacle

1970's

Reverend Green and his wife, Barb Green, continue to purchase property and homes to be used for homeless and low-income individuals and families.



1994

HEP Free Dental Clinic opens, which provides over \$700,000 worth of procedures to HEP residents each year.

2008

Fairburn Apartments are completed for homeless Veterans.

2012

HEP celebrated the grand opening of HEP West Apartments, housing for Veterans returning from the wars in Iraq and Afghanistan



1960's

Reverend Green purchases a home for a church member, whose work-related injuries rendered him and his family homeless.

1986

Homeless Emergency Project, Inc. (HEP) is created as a 501(c) (3) charitable organization.



1990's

Baty Villas, HEP's permanent family housing, is constructed. Morton Plant Hospital partnership is formed

2000's

Children's Learning Center opened. The new HEP Thrift Store is built. The new kitchen & dining hall is constructed.

2010

HEP Service Center is completed and becomes the "heart" of the organization.



2015

HEP changed its name from Homeless Emergency Project to Homeless Empowerment Program. HEP opens Pathways to Employment Program in partnership with BizTech

2018

Dr. C. William “Doc” Johnston, founder of the HEP Dental Clinic, retired. Veterans’ community is dedicated to Chairman Emeritus Bruce Fyfe; now known as the Bruce E. Fyfe Memorial Veterans Community



2020

HEP opens the North Greenwood Workforce Development & Adult Education program in partnership with Pinellas County School Board and United Way Suncoast



2014

HEP launched Wellness Program to incorporate Pet Therapy, Go-Healthy Workshops, and Chronic Disease Self-Management

2016

HEP integrated the Dental Clinic with the Wellness Program to open the Dental & Wellness Clinic and



2019

HEP opens the Urban Empowerment Garden & Vertical Garden



Our Mission

Since 1986, HEP's mission has been to provide homeless and low-income individuals and families, including veterans, with housing, food, clothing, and support services necessary to obtain self-sufficiency and improved quality of life.

Our Core Values - ICARE

Integrity *We do the right thing.*

Cooperation *We work together.*

Accountability *We accept responsibility for our actions.*

Respect *We treat others as we expect to be treated.*

Empathy *We deserve to understand the feelings and ideas of others.*

Our Values

✓ Guest/Client Services

HEP is in the business of providing our guests/clients with the best possible service, in accordance with the highest standards of honesty, fidelity, and fairness. Our guests/clients should always be able to expect courteous, professional service from us. You shall also view your fellow volunteers and staff members as customers and treat them as you expect to be treated.

✓ Ethics

You shall reflect the highest ethical, moral, professional standards by both your actions and/or your decisions.

✓ Teamwork

You shall work in an effective partnership with your fellow volunteers and staff, collaborative partners, social service agencies, hospitals, civic organizations, and other business associates and contractors to provide the best quality service.

✓ Excellence and Quality

You shall continually strive to apply standards of excellence that make a real difference in the effectiveness of our programs and in the quality of our services.

✓ Confidentiality and conflicts of interest

You shall respect the privacy and personal qualities of our co-workers and clients. You shall avoid conflict of interest in all personal and professional conduct. You shall seek guidance if you are unsure about the potential, probability, or appearance of such conflicts. You should maintain the confidentiality of all appropriate internal HEP information and will avoid any action that will be harmful to HEP.

✓ Compliance

All HEP volunteers are expected to behave in accordance with our shared values.

Our Vision

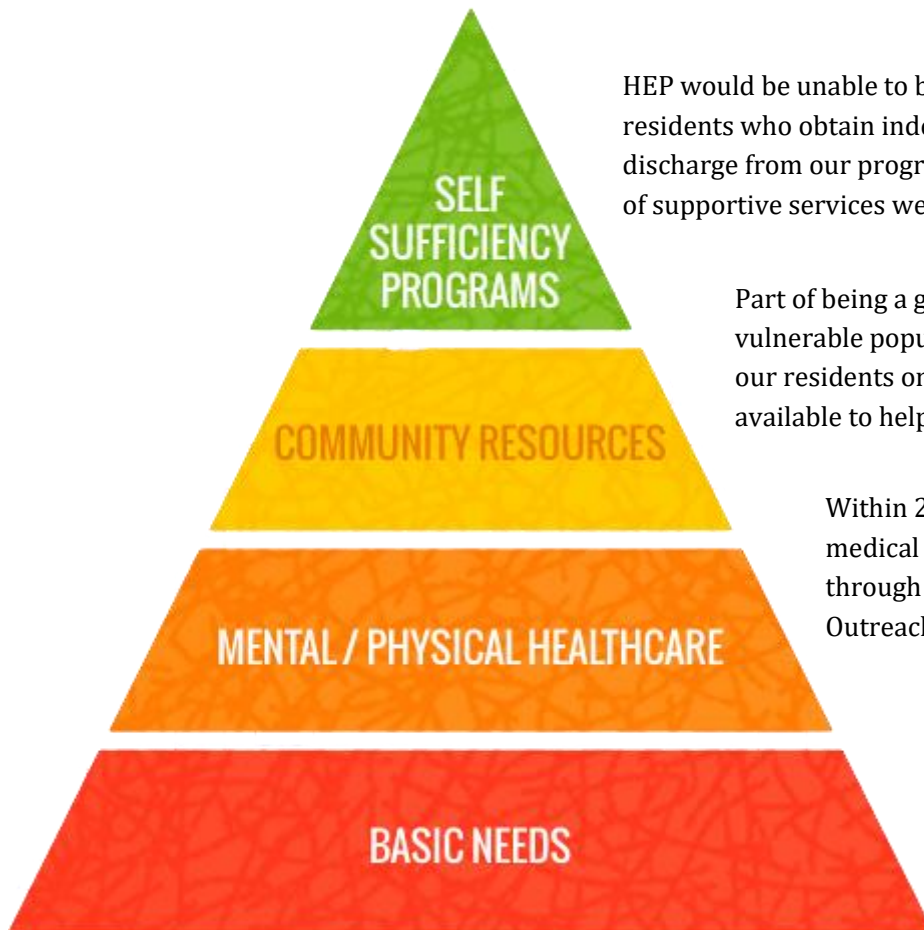
HEP will be recognized as a national model of excellence providing comprehensive solutions to homelessness for individuals, families, and veterans in our community.

CAMPUS MAP



HEP Services

HEP is the most comprehensive social service agency in the Tampa Bay area, which offers a full continuum of shelter care for the entire homeless population. Many families and individuals come to HEP lacking access to everything from personal hygiene to medical care. With community partnerships and one-on-one case management, HEP can provide a variety of support services.



HEP would be unable to boast an 89% success rate of residents who obtain independent housing upon discharge from our program, if not for the wide array of supportive services we offer on-campus.

Part of being a great service provider for a very vulnerable population, is being able to educate our residents on the community resources available to help them during a time in need.

Within 24-72 hours of each intake to HEP, an on-site medical and mental health assessment is performed through partnerships with Morton Plant Mease Outreach and BayCare Health Systems.

Once an individual enters HEP, our first step is stabilization, by making sure their immediate needs are met. You know the basics... food, shelter, clothing, water.

LEADERSHIP • BOARD OF DIRECTORS • EXECUTIVE TEAM



**Nancy Croy
Ramey
HEP Board
Chairman**



**Eric Ebbert
Vice Chair &
Interim
Treasurer /
Finance Chair**



**Phil Beauchamp
Immediate Past
Chair**



Clay Biddinger



Adam Bouchard



Haley Crum



Dick Funk



Wanda Fyfe



**Jennifer
Garbowicz**



Carol Hague



Donald Hall



**Sharon Reid-
Kane**



Michael Kindt



Lanette Kirby



Dr. Fred Lenz



**Rev. David
McAbee**



Wally Pope



**Dr. Carrie
Shulman**



Kyle Shulman



Kate Tiedemann



Tom Whiddon

Volunteer Program



HEP Volunteer

An HEP volunteer is an individual who freely offers to assist HEP in the accomplishment of its mission without expectation or receipt of compensation. Each volunteer is valued.

HEP's Commitment to Volunteers

*HEP is committed to our volunteers and will ensure a valuable volunteer experience. The Board of Directors and staff acknowledge and support the vital role of volunteers in achieving HEP's mission and vision. Your services as a volunteer, along with all HEP programs, allow HEP to reach more homeless men, women, and children. Each volunteer at HEP has **the right to be treated equally, the right to be given a meaningful assignment, the right to effective supervision, and the right to be recognized for work performed.***

Volunteer's Commitment to HEP

HEP heavily relies on our volunteers to agree to perform their duties to the best of their abilities. Volunteers are expected to remain loyal to the values, policies, and procedures of HEP, and to the HEP Volunteer Team.

We are thankful for any time you can devote to HEP to help the many homeless men, women, and children in our community. We are pleased to offer flexible and tailored volunteer opportunities to fit the needs of our program and the interests of our amazing volunteers.

✓ High Impact Volunteers

Long-term partners who become valued and regular recurring team members.

✓ Special Project Volunteers

Those individuals that volunteer for a short amount of time, or who volunteer specifically to obtain a specified number of volunteer hours.

✓ Volunteer Groups

Volunteer groups are 5 or more volunteers representing an organization or collective unit and have a set volunteer assignment.

✓ Internships

Individually tailored positions designed to meet the student's educational needs and fill a position needed within HEP programs.

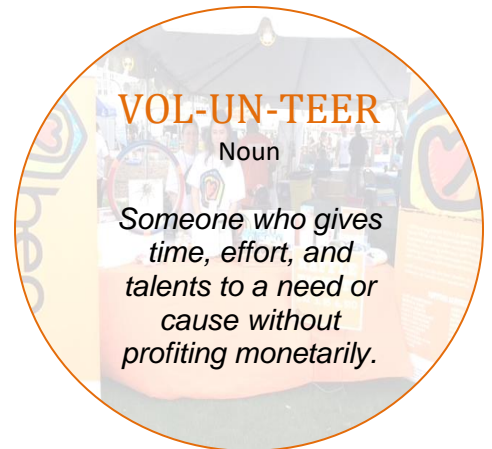
✓ Court Ordered Community Service

Individuals at least 18 years old who need court-ordered community service are welcome to complete those required hours at HEP. The application process and available opportunities for court-ordered community service are separate from the regular volunteer application. These volunteers must contact the front desk at the HEP Service Center.

HEP Volunteer Specialist

The primary responsibilities of the Volunteer & Event Coordinator are as follows:

- ✓ Act as a central point of contact for all HEP volunteers.
- ✓ Recruit and place qualified volunteers to each HEP program and job position.
- ✓ Establish effective volunteer time management and effectiveness.
- ✓ Identify productive and creative volunteer job positions.
- ✓ Track and evaluate the contributions of volunteer involvement.
- ✓ Serve as an advocate for all volunteers and the services that they provide to HEP.



OFFICE HOURS: Monday – Friday, 9am – 5pm
OFFICE PHONE: 727-442-9041 ext. 107
CELL PHONE: 727-480-2252
EMAIL: EdieM@HEPempowers.org

Volunteers can always reach the Volunteer Specialist by phone, email, or by stopping by the main Service Center during normal office hours. Any comments or suggestions can be addressed directly to the Volunteer Specialist.

For information regarding the volunteer program or the volunteer schedule, volunteers may request a response via email or personal phone call from the Volunteer Specialist. Information regarding upcoming events, volunteer opportunities, or volunteer needs will be sent out periodically via email.

Volunteer Position Placement


Every volunteer assignment has a Volunteer Position Description that summarizes the qualifications, duties, and responsibilities of the volunteer position.

In placing a volunteer in a position, attention will be paid to the interest, capabilities, and availability of the volunteer along with the volunteer assignment's requirements. No placement shall be made unless the volunteer and supervising staff's requirements are met. No position shall be given to an unqualified or uninterested volunteer.

Direct Supervisors

Each volunteer will have a clearly identified Direct Supervisor who, for each program at HEP, is responsible for the direct management of the volunteer and the program. The primary responsibilities of Direct Supervisors are as follows:

- ✓ Manage and guide of the work of volunteers.
- ✓ Be available to provide volunteers with directions and assistance.
- ✓ Develop suitable assignments for volunteers.
- ✓ Provide productive feedback to volunteers regarding their work.



“Our volunteers are the heart and soul of our practice. Together, our team can provide quality and compassionate dental care to those who need it most. They empower our residents by changing their lives one smile at a time.”

Stephanie Vega
Director of Dental Services

Direct Supervisors and their contact information are listed below:

Kitchen & Dining Hall

| | | |
|--------------|----------|--------------------------|
| Drew Gilbert | ext. 121 | DGilbert@HEPempowers.org |
|--------------|----------|--------------------------|

Veteran's Clubhouse

| | | |
|--------------------|----------|----------------------------|
| Rae'Jean Pendleton | ext. 128 | RPendleton@HEPempowers.org |
|--------------------|----------|----------------------------|

Dental & Wellness Clinic

| | | |
|----------------|----------|----------------------------|
| Stephanie Vega | ext. 134 | StephanieV@HEPempowers.org |
|----------------|----------|----------------------------|

Community Garden(s)

| | | |
|----------------|--|--------------------------|
| Maissie Hughes | | MaissieH@HEPempowers.org |
|----------------|--|--------------------------|

Maintenance

Vickie Jurco

ext. 158

VickieJ@HEPempowers.org


Thrift Store

Laurie Gearheart

ext. 330

LGearheart@HEPempowers.org

Volunteers can assist HEP in almost every program, and we hope you find one that best suits your interests and abilities. Some of the most common volunteer opportunities we offer are listed below.



“We truly depend on our volunteers in the kitchen. They make everything run smoothly and bring a smile to the residents they are serving.”

Food Services Manager

Volunteer Programs

| COMMUNITY GARDEN | DENTAL SERVICES | INTERNSHIPS | KITCHEN & DINING HALL | MAINTENANCE |
|--------------------------------------|---|--|---|--|
| <i>Planting, Weeding, Harvesting</i> | <i>Dentist, Hygienist *MUST BE LICENSED</i> | <i>Marketing, Veterans Program, Wellness</i> | <i>Serving Meals, Food Preparation & Light Cleaning</i> | <i>Landscaping, Painting, Work Order Repairs</i> |

| OFFICE & SPECIAL EVENTS | THRIFT STORE | VETERANS PROGRAM | WELLNESS PROGRAM | WORKFORCE DEVELOPMENT |
|---|--|---------------------------------------|--|--|
| <i>Data Entry & Filing Assist During Fundraisers & Special Events</i> | <i>Accept & Sort Donations, Pricing & Light Cleaning</i> | <i>Monitor the Veterans Clubhouse</i> | <i>Pet Therapy, Education, Workshop Facilitation</i> | <i>Assisting Workforce Clients & Workshop Facilitation</i> |

Volunteer Recruitment

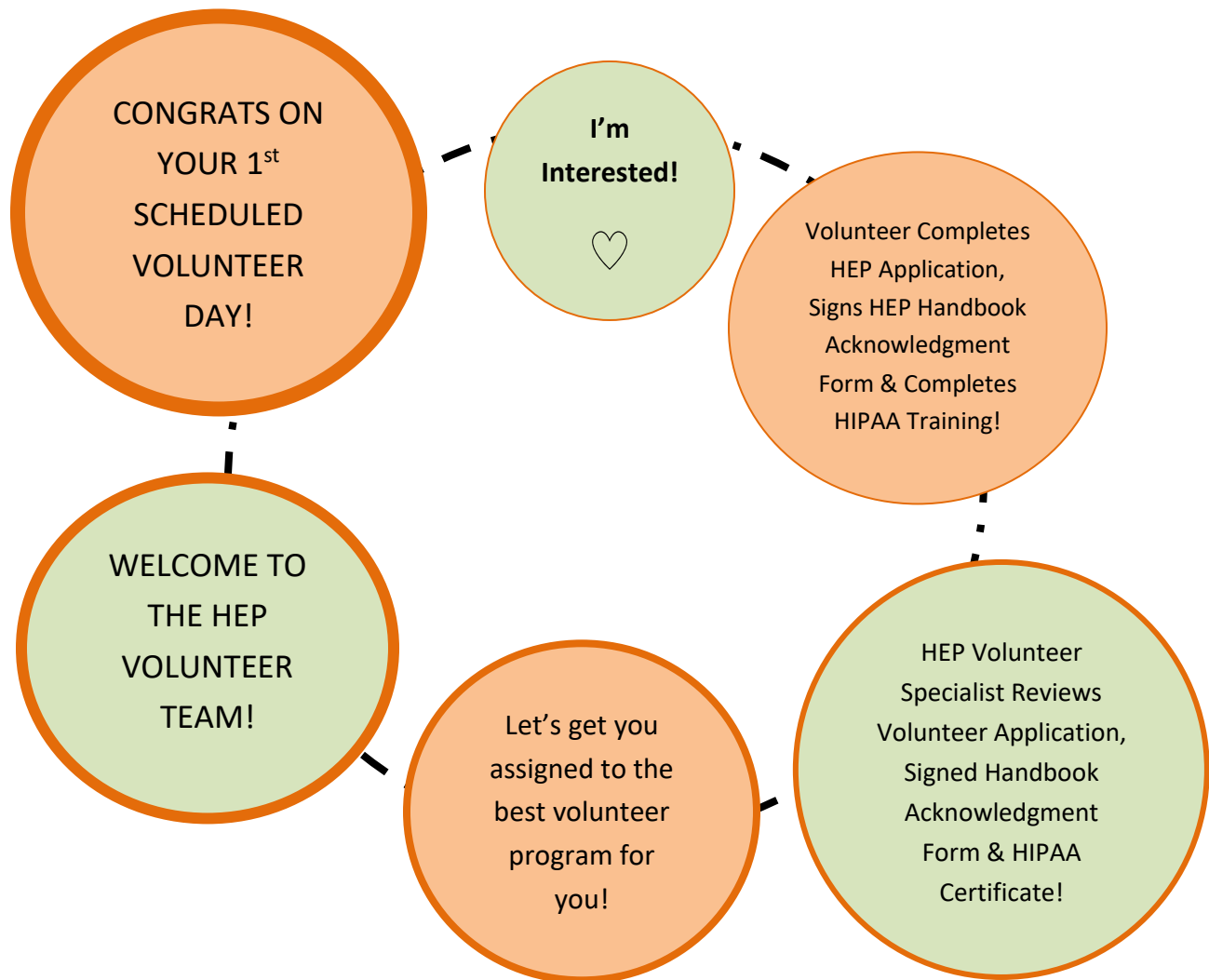


Volunteer Application Process

HEP requires new volunteers to complete all steps of the volunteer application process. The application is simple to complete in a short amount of time and provides a comprehensive overview of everything volunteers need to know before starting their volunteer service.

The volunteer application process is as follows:

- ✓ Potential volunteer expresses interest in volunteering with HEP
- ✓ Potential volunteer completes a Volunteer Application, reads the HEP Volunteer Handbook, signs the HEP Volunteer Handbook Acknowledgment Form and completes HIPAA Training
- ✓ Completed documents are returned to the Volunteer Specialist via email or drop-off.
If needed, HIPAA training may be completed on-site at the HEP Service Center, by appointment only.
- ✓ Volunteer Specialist, reviews completed documents, as well as current HEP program needs.
- ✓ Volunteer Specialist, places new volunteers in assigned program on campus.
- ✓ Volunteer Specialist collaborates with new volunteer and program Direct Supervisor to schedule first day of service.



Youth Volunteers

HEP accepts and encourages the involvement of volunteers of all ages. HEP is a family campus; therefore, families are encouraged to serve the HEP community together. Youth volunteers under 18 must have a parent and/or guardian signature on the volunteer application.

HEP does accept students working toward Bright Futures, Honor Society service hours, or any other school related service hours.

Youth volunteers 15 years old or younger do not need to complete an application or HIPAA training of their own. They may be added to the parent and/or guardian completed application and HIPAA training. In addition, youth volunteers 15 years of age or younger must be always accompanied by a parent and/or guardian while on campus.

The minimum age requirement for all volunteers is 13 years old, when accompanied by an adult.

All volunteers 16 years of age and older must complete an individual application, HIPAA training, and signed volunteer handbook acknowledgment form, and may volunteer unaccompanied on campus.

Group volunteers, five or more volunteers participating together on behalf of an organization or unit, must be at least 13 years of age and older for all HEP programs.

****HEP does not accept court ordered community service volunteers under the age of 18.***

Former Clients and Staff of HEP as Volunteers

Only former clients that have been discharged from HEP “in good standing” will be considered for volunteer opportunities. Former clients must have the approval of their previous HEP Case Manager, the HEP Director of Housing, and must wait one (1) calendar year from their discharge date to be eligible for a volunteer position.

Only those former staff members who resigned or retired (in good standing) will be considered for volunteer opportunities. Current staff members may volunteer at HEP in a program outside of their hired position. Former staff must have the approval of their previous manager, Senior Management, and HR Manager.

Professional Volunteers

Professional volunteers, such as dentists or hygienists, must provide proof of licensure and complete additional requirements prior to starting volunteer service as dictated by the state and HEP Program Directors.



Volunteer Experience



Orientation and Training

Training for all volunteer positions will be provided by the Direct Supervisor of the assigned program. Additionally, the Direct Supervisor and Volunteer Specialist will always be available for any questions and assistance.

An optional HEP Volunteer Orientation is offered by the Volunteer Specialist for any volunteer interested in learning more about HEP Programs and Services. **You can schedule an optional volunteer orientation via phone call or campus tour with the Volunteer Specialist.**

Attendance, Absences and Change of Schedule

Attendance & Absences

Attendance is important to both staff members and volunteers. Each program's staff depends on the service provided by volunteers. Therefore, please be punctual and arrive at your volunteer area when scheduled and on time.

We understand that emergencies happen whether it is an illness or a flat tire. We ask you to please notify your Direct Supervisor or the Volunteer Specialist with a one-week cancellation notice for a scheduled volunteer shift for reasons other than illness or emergency. For illness or emergency, please inform your Direct Supervisor as soon as possible. Continued absenteeism with or without notice may lead to reassignment or termination.

Volunteers returning to work after an extended absence should notify the Volunteer Specialist before resuming duties. We are glad to have you back at HEP and want to make sure your return is as smooth as possible!

Change of Schedule

If any changes need to be made to the volunteer schedule, please contact the Volunteer Specialist or the Direct Supervisor as soon as you are aware that a change needs to be made. HEP does request a one-week cancellation notice of a confirmed volunteer shift.

There are times when HEP may need to make changes to a volunteer's schedule. As soon as we know about a change in schedule, the Volunteer Specialist or Direct Supervisor will contact the volunteer involved immediately via email. We apologize for any inconvenience and appreciate all your help!

Volunteer Sign-in and Sign-Out

Keeping track of volunteer hours is VERY important to HEP. We use this information to apply for private and federal grants and awards presented at the annual Volunteer Appreciation event.

We ask volunteers to sign-in and sign-out during each volunteer shift. The Direct Supervisor will show volunteers where the sign-in book is for each HEP program. Please sign in each time you arrive to volunteer at HEP, listing the date and the time you arrive. When you leave for the day, please sign-out, by listing the time you are leaving and the total amount of time you have volunteered that day.

****If your hours are not listed in the volunteer logbook, they will not be counted.***

Volunteer hours, as recorded in the sign-in and sign-out log, are recorded in the HEP system at the end of every month by the Volunteer Specialist. Total volunteer hours are tallied per month.

All volunteers who accumulate **100+ hours** within one calendar year, ex. 2023 – 2024, are awarded a Golden Heart at the annual Volunteer Appreciation event. Volunteers are welcome to ask the Volunteer Specialist for updates on accumulated service hours.

General Volunteer Hours

Individual volunteers are encouraged to schedule a regular, weekly recurring volunteer shift in their program. If a weekly recurring shift is not possible, HEP then encourages a bi-weekly or once a month recurring schedule. "Fill in" volunteer shifts are still welcome as identified by the department, however a recurring commitment and regularly confirmed shift benefits HEP programs the most, since staff can plan needs in advance.

Individual volunteers will be scheduled for a single 4-hour volunteer shift once a week to start. If the volunteer and program director feel there is a good match after a couple of weeks, and a need in the designated program is identified, the volunteer can add a single additional 4-hour shift each week. **This is not to exceed 2-3 volunteer days each week and/or 12 volunteer hours per week.**

Due to liability and safety concerns, no volunteer will be assigned after hours or overnight shifts on campus. All volunteers will be supervised by an HEP staff member for all shifts. For Special Events off campus, such as speaking engagements or table events, volunteers will always have access to an HEP staff member via phone.

Internship Hours

Internship schedules and hours will be determined based on the university and/or school requirement for the student, and HEP program's needs and availability. The minimum hours to be completed in an internship is 16-hours per week, and not to exceed the maximum 40-hours per week. All internship placements and hours of service must be approved by the student's university and/or school with the proper paperwork.

No internship positions will be available outside of working business hours for all HEP programs.

Dress Code

HEP volunteers are asked to dress appropriately for the assigned volunteer position.

- ✓ All volunteers must wear a volunteer name tag.
- ✓ Flat, closed toe, closed heel shoes are strongly encouraged. **This is required for all volunteers in the HEP Kitchen & Dining Hall, HEP Thrift Store, Urban Empowerment Garden, and Dental & Wellness Clinic*
- ✓ Do not wear suggestive or provocative attire, or attire with offensive profanity.
- ✓ Jewelry should be minimal.
- ✓ No jeans with holes or rips
- ✓ Please avoid strong perfumes, colognes, or aftershaves
- ✓ Volunteers represent HEP; therefore, they should be neat in appearance and practice good hygiene.

****If you are not dressed appropriately for an assigned service project you will be dismissed, there will not be an alternative service project given. If you are injured on HEP's campus due to inappropriate attire HEP is held harmless by the signed Release & Waiver signed during the time of application.***

Storage of Personal Belongings

HEP discourages bringing personal items to our facilities. HEP cannot be held liable for any lost, stolen, or damaged personal items while on HEP's campus. There is limited to no secure storage options for personal belongings. It is highly recommended to store personal belongings either in your vehicle or simply left at home.

Meals

Volunteers are invited to eat meals in the HEP dining hall when volunteering on HEP's campus, free of charge. You must arrange with your Direct Supervisor to have lunch at 11:30 am. During special events scheduled during mealtimes, HEP will provide a meal for you or additional information about available meals.



Working with HEP Residents

Many volunteer positions require interaction with HEP residents. For your safety and for the safety of HEP residents, we have outlined the following regulations:

- ✓ Volunteers should never discipline or punish any residents or children residing at HEP.
- ✓ Volunteers may never give money to HEP residents.
- ✓ Volunteers are not permitted to take pictures or videos of HEP residents, without express permission from both an HEP staff member and resident, as well as having a signed Photo Release Form
- ✓ Volunteers must never give their personal information to an HEP resident.
- ✓ Volunteers are not to solicit HEP residents for personal employment (moving furniture, household work/chores, under-the-table jobs, etc.). Offers for employment must go through the HEP resident's Case Manager and HEP's Workforce Development Program.
- ✓ Volunteers are not permitted to offer rides to residents, have residents in their personal vehicles, nor have HEP residents in/at their homes and vice versa.

Parking

Parking is at your own risk. HEP cannot be held liable for any damage, towing, theft, or tickets that may occur while completing your volunteer service. You are welcome to park in any of the HEP parking lots and along the streets in front of HEP-owned buildings on campus. You can identify HEP owned buildings by the black aluminum fences and concrete walls.

Please do not park in front of privately owned residential houses in the neighborhood. Privately owned homes are any houses that do not have a black aluminum fence or concrete wall surrounding the property.

****Please note, the HEP Thrift Store parking lot is locked at 4:00 pm, any vehicles remaining in the parking lot past 4:00 pm will be locked in until 10:00 am the following business day.***

Service Hours and Recommendations

HEP welcomes students to complete service hours for honor societies, Bright Futures, college class credits, and class requirements. Please inform the Volunteer Specialist **during** the volunteer application process of your connection with any service hour requirements you wish to fulfill. Before starting your volunteer experience, please make sure all school paperwork is completed and the Volunteer Specialist has signed any required and/or appropriate forms.

Students are responsible for keeping records of individual volunteer days and service hours completed, as required by their school. HEP volunteer records, as recorded in the HEP sign-in and sign-out logs, are filed at the end of each month. Individual dates and hours logged, *ex. Tuesday January 1st from 8:00 am – 11:00 am total 3 hours*, are discarded once logged into the total monthly hours in the HEP system. Students may have weekly and/or monthly log sheets, as directed by their school, signed by the Volunteer Specialist during normal business hours or by the volunteer's Direct Supervisor during the scheduled volunteer shift.

References and confirmation letters will be given to volunteers upon request. It is not standard practice of HEP to provide written letters of recommendation for terminated volunteers.

Resignation

If you plan to stop volunteering, please provide HEP with the opportunity to speak with you before your departure. The HEP Volunteer Specialist would greatly appreciate an exit interview to receive crucial feedback on how HEP may improve the volunteer program. If possible, please give at least two weeks' notice to your Direct Supervisor and Volunteer Specialist. The staff and Board of Directors appreciate your time, talents, and treasures – thank you for your support!

Termination

In the event of involuntary termination, your Direct Supervisor and/or Volunteer Specialist may discuss specific concerns related to unsatisfactory job performance with you before termination. Please refer to Policies and Standards of Conduct for a partial list of behaviors that may result in termination of volunteers.

Volunteer Policies and Standard of Conduct



ICARE Volunteer Code of Ethics

HEP's holds all residents, staff, and volunteers to our ICARE values. HEP's Volunteer Code of Ethics reflects these values. HEP volunteers are held responsible for the following policies in the Volunteer Code of Ethics:

| | |
|-----------------------|--|
| Integrity | <i>We do the right thing.</i> |
| Cooperation | <i>We work together.</i> |
| Accountability | <i>We accept responsibility for our actions.</i> |
| Respect | <i>We treat others as we expect to be treated.</i> |
| Empathy | <i>We understand the feelings and ideas of others.</i> |

INTEGRITY

- ✓ I will be open and honest regarding my intent, goals, and skill set. I will only accept assignments suited to these personal interests and skills.
- ✓ I will be sincere in my offer of service and will believe in the value of the job to be done.
- ✓ I will discuss my satisfactions, dissatisfactions, and constructive suggestions with the Volunteer Specialist.

COOPERATION

- ✓ I will be dependable and abide by the volunteer agreement and confidentiality agreement signed on the Volunteer Application.
- ✓ I will carry out my duties promptly and to the best of my ability.
- ✓ I will uphold HEP's policies and values, so I may offer meaningful service to the community.
- ✓ I will cooperate with my Direct Supervisor, the Volunteer Specialist, and all HEP staff.

ACCOUNTABILITY

- ✓ I will be alert, sober, and drug free while volunteering at HEP.
- ✓ I will be punctual and will notify my Direct Supervisor and/or the Volunteer Specialist of absences as much in advance as possible.
- ✓ I will be conscientious in the fulfillment of my duties and will accept supervision graciously.
- ✓ I will notify the Volunteer Specialist if I want to change my position to another volunteer area or end my volunteer service with HEP.

RESPECT

- ✓ I will consider all information that I may hear directly or indirectly concerning a client as confidential.
- ✓ I will uphold the standards of HEP.
- ✓ I will conduct myself with dignity, courtesy, and consideration.

EMPATHY

- ✓ I believe that my attitude towards my volunteer work should be professional and positive.
- ✓ I believe that HEP, and its clients, have a real need for my services.
- ✓ I believe in treating all HEP clients, staff, and fellow volunteers with compassion and understanding.

Behavior Policy

We want everyone to have the best experience during their volunteer service at HEP. Occasionally, we do run into situations that must be addressed. HEP has identified two categories of inappropriate behavior, and the resulting consequences. The two categories are *performance issues* and *serious violations*.

Performance Issues

Performance issues occur when a volunteer is unable to perform their volunteer assignment to the best of the volunteer's ability or to the standards of HEP. In every performance issue situation, the Volunteer Specialist will work with the Direct Supervisor and the volunteer to find the best solution to resolve the issue. A performance issue may be the result of inappropriate placement. If this is the case, every attempt will be made to help the volunteer find another volunteer position at HEP.

The following are considered performance problems:

- ✓ Conducting personal business during assigned volunteer shift
- ✓ Excessive personal telephone use
- ✓ Littering on HEP campus or otherwise creating unsanitary conditions
- ✓ Safety violations
- ✓ Excessive tardiness to the assigned volunteer shift
- ✓ Unauthorized operation or use of equipment
- ✓ HIPAA violations
- ✓ Unfriendly or uncooperative attitude in dealing with clients, staff members, or fellow volunteers.
- ✓ Inability to meet stated program goals.
- ✓ Unsatisfactory work performance
- ✓ Waste, misuse, or damage of HEP property

The following steps will be taken when a performance issue is brought to the Volunteer Specialist's attention. For serious violations, steps 2 and 3 may be carried out immediately.

- ✓ **First incident** – The volunteer will be issued a verbal warning. Heavy attention will be paid to the assigned volunteer position, training received, and the motivation for the volunteer service. All parties will come to an agreement on the best course of action that will reflect the success for both the volunteer and the needs of HEP.
- ✓ **Second Incident** – The volunteer will meet with the Volunteer Specialist to discuss the issue and what changes should be made.
- ✓ **Third Incident** – If issues cannot be resolved, termination of volunteer status may occur.

Serious Violations

HEP adopts a “NO” tolerance policy for serious violations. Any actions considered a serious violation will be cause for immediate dismissal. The following are considered serious violations and are grounds for termination of volunteer status:

- ✓ Falsifying reports, records, or expenses
- ✓ Verbal, physical, or sexual harassment
- ✓ Unlawful discrimination
- ✓ Negligent or willful damage of property
- ✓ Theft
- ✓ Willfully endangering the safety of others
- ✓ Working under the influence of intoxicants

Interpersonal Conflict and Grievances

Interpersonal Conflict

If direct communication fails to resolve an interpersonal conflict between a volunteer and a staff member, fellow volunteer, or resident, the conflict must be submitted to the Volunteer Specialist. The Volunteer Specialist will question all those involved to accumulate all sides of the conflict and will discuss a resolution to the conflict with all people. The Volunteer Specialist will then write an incident report on the conflict, to be kept on file for future reference and reviewed by HEP management.

Grievances

HEP encourages comments and suggestions about your volunteer experience so that we can continue to make your contribution of time to HEP a positive one!

A grievance is defined as any event, condition, or practice which the volunteer believes violates his/her civil rights, treats him/her unfairly, or causes him/her any degree of unhappiness while volunteering. If a volunteer experiences a situation that violates HEP policies, an unfair situation where no policies exist, and/or discriminatory policies, the volunteer has the right to notify the Volunteer Specialist immediately. If the issue is not resolved, the volunteer may report the grievance to the Marketing Director.

All parties should make every attempt to reach a solution at the appropriate level, involving a minimal number of fellow volunteers and staff members.

Harassment and Discrimination Policies

HEP intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility or other offenses which might interfere with work performance. Harassment of any sort - verbal, physical, or visual - will not be tolerated. HEP's anti-discrimination/anti-harassment policy applies to all people involved on campus, including all volunteers, staff members, and residents, as well as all people doing business with or for HEP including vendors, customers, independent contractors, and others who enter the workplace. HEP's anti-discrimination/anti-harassment policy prohibits unlawful harassment by any person, including volunteers, staff members, and residents. Discrimination and harassment based on a job applicant's race, color, national origin, age, or any other protected classification is against state, local, and federal law. HEP does not discriminate against any class of protected persons covered by applicable law which would include Color, Disability, Familial Status, National Origin, Race, Religion, Veteran Status or Sex.

HEP has a no tolerance policy for sexual harassment in the workplace by any person or in any form. Sexual harassment, whether committed by staff, volunteers, or clients, is expressly prohibited. Sexual harassment is a form of gender discrimination. Such conduct includes but not limited to the below (this is not an exhaustive list of Sexual Harassment).

- ✓ Unwelcome physical conduct
- ✓ Expressed or implied requests for sexual favors as a condition of job retention or other benefit
- ✓ Unwelcome sexual activity including flirtation, advances, or propositions.
- ✓ Verbal abuse of a sexual nature
- ✓ Graphic verbal comments, especially towards an individual's body
- ✓ Sexually degrading words used to describe an individual.
- ✓ The display of sexually suggestive objects or pictures
- ✓ Harassment of other behaviors that might be construed as offensive, intimidating, or may cause discomfort to an individual.
- ✓ Gender-based remarks

If you believe you have been, or currently are, the victim of sexual harassment, report the alleged acts IMMEDIATELY as followed:

- ✓ Report the incident(s) to the Volunteer Specialist and/or Direct Supervisor
- ✓ If the Volunteer Specialist and Direct Supervisor are unavailable, alert the Marketing Director
- ✓ If the Volunteer Specialist, Direct Supervisor, and Marketing Director are unavailable, alert the Human Resources Manager
- ✓ If all staff members are unavailable as the above, alert any regularly paid staff member.

Work Environment

Volunteers and staff members should keep their work areas neat and well organized. To help accomplish that, everyone should dispose of consumable items in appropriate containers, keep personal items to a minimum, and put items away properly to avoid clutter and litter. In some areas, Direct Supervisors may restrict the presence of food or beverages because of activity, computer equipment, or safety requirements.

HEP strives to maintain order and a pleasing appearance of the grounds and buildings. When you see something that is out of place or needs to be corrected, please take the time to correct it or bring it to the attention of your Direct Supervisor.

Standard of Conduct

Whenever people gather to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. By accepting a volunteer position with us, you have a responsibility to HEP and your fellow volunteers to adhere to certain rules and behavior conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that she/he/they can fully depend upon fellow volunteers and staff members to follow the rules of conduct, our organization will be a better place to work for everyone.

We expect each person to always act in a professional and responsible way. If you have any questions concerning any work or safety rule, or any of the examples of unacceptable activities listed below, please see your Direct Supervisor or Volunteer Specialist.

Although it is impossible to identify every possible violation of standards of conduct, the following is a PARTIAL list of violations that will result in corrective action:

- ✓ Negligent use of HEP property resulting in loss or damage
- ✓ Misuse, mismanagement, or misappropriation of funds, property, facilities or any other HEP assets.
- ✓ Failure to report an accident.
- ✓ Violation of any company rule; any action that is detrimental to the on-site employer's efforts to operate profitably.
- ✓ Violation of security or safety rules or failure to observe safety rules or safety practices; failure to wear required safety equipment; tampering with any equipment.
- ✓ HEP does not discriminate against any class of protected persons covered by applicable law which would include Color, Disability, Familial Status, National Origin, Race, Religion, Veteran Status or Sex.
- ✓ Negligence or any careless action which endangers the life or safety of another person.
- ✓ Being intoxicated or under the influence of a controlled substance while at work (including but not limited to medical marijuana); use, possession or sale of a controlled substance in any quantity while on company premises, except medications prescribed by a physician which do not impair work performance.

- ✓ Violating the drug free workplace policy
- ✓ Unauthorized possession of dangerous or illegal firearms, weapons or explosives on company property or while on duty
- ✓ Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on company premises or when representing the on-site employer, fighting, or provoking a fight on company property, or negligent damage of property.
- ✓ Insubordination or refusing to obey instructions issued by your Direct Supervisor regarding your work; refusal to help on a special assignment.
- ✓ Threatening, intimidating or coercing fellow volunteers or staff members on or off the premises at any time, for any purpose
- ✓ Engaging in the act of sabotage; negligently causing the destruction or damage of company property, or the property of fellow employees, customers, clients, suppliers, or visitors in any manner
- ✓ Theft or unauthorized possession of company property or the property of fellow volunteers or staff members; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management unauthorized use of company equipment or property for personal reasons, using company equipment for profit.
- ✓ Giving confidential or proprietary information to competitors or other organizations or to unauthorized people; breach of confidentiality of personnel information
- ✓ Immoral conduct or indecency on company property
- ✓ Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethics slurs
- ✓ Smoking in restricted areas
- ✓ Creating or contributing to unsanitary conditions
- ✓ Obscene or abusive language toward any supervisor, staff member, client or volunteer; indifference or rudeness towards a client, staff member or fellow volunteer; any disorderly/antagonistic conduct on company premises
- ✓ Failure to immediately report damage to, or an accident involving, company equipment.

Equal Volunteering Opportunity

HEP provides equal volunteering opportunities for every person following the protected classes under the applicable laws.

All matters relating to volunteering are based with the intent of growing volunteer involvement and supporting HEP to achieve its mission and vision. HEP's objective is to recruit individuals best qualified and/or trainable for the volunteer position, by virtue of job-related standards of knowledge, skills, abilities, interest, training, experience, and personal qualifications.

Smoking, Drugs, and Alcohol Use

Smoking

HEP is a "smoke-free" site to help ensure a healthy environment for clients, visitors, volunteers, and staff members. To accommodate visitors, clients, volunteers, and staff members who smoke, HEP has five designated outdoor smoking areas:

- ✓ Everybody's Tabernacle parking lot and parking area
- ✓ South of the Veteran's Clubhouse
- ✓ Picnic benches to the north side of the HEP Thrift Store
- ✓ Behind the cafeteria, in the courtyard of Emergency Individual Housing
- ✓ In-between the garages of the Maintenance Department

Drugs and Alcohol

Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties. Volunteers may not bring drugs or alcohol onto the HEP campus under any circumstances.

For special events off HEP's campus, the Volunteer Specialist will inform the participating volunteers if the consumption of alcohol is permitted in responsible regulation. Such special events include craft beer events, festivals, golf tournaments, etc. During such events, volunteers must limit their consumption to no more than 2 alcoholic beverages and must be able to perform their assigned duties efficiently.

However, there will be certain events where consumption of alcohol is not permitted by volunteers. Should a volunteer appear to be intoxicated and unable to perform duties at the event, the volunteer will be dismissed.

Volunteer Safety



HEP's Commitment to Safety

HEP does not permit weapons of any kind on campus. If you are a licensed concealed weapons carrier, you must follow state and local laws.

HEP is firmly committed to the safety and safe working environment for our volunteers. We will do everything possible to prevent accidents.

Each department has specific rules to limit any safety concerns. Such safety regulations include proper use of a cutting knife in the HEP kitchen, keeping the back warehouse door shut at all times in the HEP Thrift Store, and proper interactions with HEP residents in the Veteran's Clubhouse.

****Also note, the HEP campus is monitored by security cameras and is employed by HEP staff and overnight Case Management 24/7.***

Volunteer Safety Responsibilities

The primary responsibility of HEP volunteers is to perform their duties in a safe manner to prevent injury to themselves and others. Below is a list of additional safety responsibilities:

- ✓ Volunteers should perform all assigned tasks in a slow and calm manner.
- ✓ Volunteers must be always aware and observant of their surroundings to minimize injuries.
- ✓ Volunteers are required to always work safely, to observe all posted safety rules and regulations, and to practice good housekeeping.
- ✓ Each volunteer should use care and good judgment in performing assigned tasks.
- ✓ Volunteers must become familiar with and obey HEP's rules and established policies.
- ✓ Volunteers must abide by instructions given to them by the Direct Supervisor and/or Volunteer Specialist.
- ✓ Volunteers must be mindful of other people's personal space.

****Note this is not an inclusive list***

If a volunteer has any questions about how a task should be performed safely, they should discuss the situation with their Direct Supervisor. If a volunteer still has questions or concerns after discussing with the Direct Supervisor, the volunteer should contact the Volunteer Specialist.

****No volunteer is ever required to perform work that she/he believes is unsafe or that she/he thinks is likely to cause injury or health risk to themselves or others.***

Job-Specific Safety Precautions

HEP offers a wide variety of volunteer opportunities, each with its own safety policies and procedures. Please check with your Direct Supervisor and/or Volunteer Specialist if you have any questions regarding your assigned position or for safety concerns during your volunteer experience.

Volunteer Incident Reporting

Volunteers must report any unsafe work practices or safety hazards encountered while volunteering at HEP. Any volunteer related injury or suspected injury must be reported immediately to your Direct Supervisor and Volunteer Specialist.

General Emergency Guidelines

In the event of an emergency while on campus, please remember and execute the following:

- ✓ Stay calm and think through your actions – ***Don't be a hero!***
- ✓ Know the emergency numbers and call 911 immediately.
 - 111 – Receptionist
 - 107 – Volunteer Specialist cell phone 727-480-2252
 - 135 – Marketing Director cell phone 727-430-4359
 - 142 – Human Resource Manager cell phone 740-285-0786
- ✓ Know where exits are located.
- ✓ Do not take elevators, use the stairs.
- ✓ Do not hesitate to alert others if you believe that an emergency is occurring.

General Evacuation Guidelines

Fire Safety

Any volunteer can activate a fire alarm in a fire emergency. In the event a fire occurs, volunteers should immediately evacuate the volunteer area. Once evacuated, everyone should stay together in a group so that periodic updates on the situation can be issued and a volunteer count can be completed. The order to reoccupy a job site or building will be issued by the fire department.

Please remember the following guidelines:

- ✓ Do not delay retrieving personal belongings.
- ✓ Do not go back inside the building to retrieve any personal items or to retrieve any persons for any reason until notified by the fire department – ***Don't be a hero!***
- ✓ Use of elevators is prohibited during a fire alarm situation.

In the event of a large fire (a large fire is any fire that cannot be put out by using the fire extinguisher); this fire evacuation plan will be implemented.

R RESCUE

- ✓ The Executive Director or his/her designee will sound the alarm and then call the Fire Department at 911. It will be the Executive Director or his/her designee's responsibility to take the cellular phone and Client rosters with him/her as he/she evacuates the building.
- ✓ Immediately notify others in the area.
- ✓ Rescue any clients or victims in the fire area and close the door to the room or area involved. Do Not Reopen the Door!!

A ALARM

- ✓ It is the responsibility of the staff person observing the fire to immediately notify the Executive Director or his/her designee who will announce the need to evacuate and immediately phone 911 emergencies.
- ✓ Provide the emergency dispatcher with the location (facility address) and type of fire (type of material burning, how extensive, etc.)

C CONFIN

In the event of a fire, each employee is responsible for the following:

- ✓ Close all windows in your office area.
- ✓ Order all clients and visitors to keep the doors closed until advised otherwise.
- ✓ Check to make sure all fire/smoke doors are closed and not blocked.
- ✓ Clear corridors.
- ✓ Clear all confidential information off desktops and open surfaces.
- ✓ Evacuate the premises via the route designated by the Emergency Egress map.
- ✓ Assist all clients out of the building via the designated route. It is the responsibility of each staff present to do to close all fire doors.

E EVACUATE / EXTINGUISH

Disaster Containment

- ✓ When and where advisable, employees who are witness to a fire, once alerting the Executive Director or his/her designee, should evaluate the potential of containing such fire, using an available fire extinguisher. If the employee determines a containment effort to be unsafe, proceed with the above-described evacuation plan.
- ✓ Do not attempt to fight fires unless:
 - The fire department has been notified of the fire, AND
 - You have a way out and can fight the fire with your back to the exit, AND
 - You have the proper extinguisher, in good working order, AND know how to use it.
 - Leave the area if you are not sure of your ability or the fire extinguisher's capacity to contain the fire.
 - HEP clients and staff should go to the designated location outside of the facility.
- ✓ Fire extinguishers should be operated in the following manner, using the mnemonic **PASS**:
 - **P** – Pull the safety pin.
 - **A** – Aim at the base of the fire.
 - **S** – Squeeze the trigger handles together.
 - **S** – Sweep from side to side across the fire.

Bomb Threats

- ✓ Person taking the call should remain **Calm. Be Courteous. Listen and DO NOT interrupt the caller.**
- ✓ All bomb threats will be taken seriously even if a hoax is suspected. Although most threats are hoaxes, HEP personnel will respond to every threat as if a real bomb is involved.
 - Keep caller on the line as long as possible to ascertain as much information as possible without increasing his/her antagonism.
 - Be alert to sounds other than those of the caller's voice which may supply valuable information for investigation.
 - Obtain as many details as possible about the bomb and its location; legitimate callers usually wish to avoid injury, death and detection.
 - First, notify law enforcement (911) of pending threat and then notify CEO and/or immediate supervisor or Volunteer Specialist who will notify CEO of bomb threat. CEO or alternate supervisor will then determine need for evacuation.
- ✓ Inform HEP staff to turn off hand-held radios and cellular telephones.
- ✓ Discovery of a Suspected Bomb

- Any employee finding a package suspected of being a bomb or similar device immediately notifies the Executive Director, Clinic Incident Commander, Volunteer Specialist or nearest manager/supervisor.
- **DO NOT TOUCH OR DISTURB ANY SUSPECTED BOMB.**
- Evacuate the HEP campus until the device is deactivated or proven harmless.
- Call the local police or bomb squad if a suspected device is found.

See Appendix A for Bomb Threat Checklist

Violence

Any volunteer who feels that she/he has been threatened should immediately report the concern to their Direct Supervisor or to the appropriate local authorities. Volunteers should also report to their Direct Supervisor if they witness any person exhibiting threatening behaviors or making threatening statements. ***Stay away from the person exhibiting threatening behaviors – don't be a hero!*** Depending on the level of concern, call the police department immediately (911). Do not confront any person exhibiting a threatening behavior.

Gun Violence

In the event of a weapon or gun violence on campus, volunteers are instructed to stay indoors. Please remain calm and call 911 immediately. – ***Don't be a hero!***

Robbery

- ✓ In the case of a robbery attempt, follow the instructions of the robber, staying as calm as possible.
- ✓ Observe any and all possible identifying features such as height (where on the wall or door the robber's head comes), clothing, color of hair, eyes, etc.
- ✓ When the robber departs, the police should be notified immediately by dialing 911, Police Emergency.
- ✓ Assist the police with a description of the robber and anything that may have been stolen.

Appendix A. Bomb Threat Checklist

| QUESTIONS TO ASK CALLER | | | | | | | | | | | |
|--------------------------------------|--|-------------------|--|---------------------------------|--|-----------------------------------|--|---------------|------------------------------|----------------|--|
| When is the bomb going to explode? | | | | | | | | | | | |
| Where is the bomb right now? | | | | | | | | | | | |
| What kind of bomb is it? | | | | | | | | | | | |
| What will cause the bomb to explode? | | | | | | | | | | | |
| Did you place the bomb? | | | | | | | | | | | |
| Why? | | | | | | | | | | | |
| What is your address? | | | | | | | | | | | |
| What is your name? | | | | | | | | | | | |
| EXACT WORDING OF BOMB THREAT: | | | | | | | | | | | |
| | | | | | | | | | | | |
| Sex of caller: | | | | Age: | | | | Race: | | | |
| Length of Call | | | | Phone # where call was received | | | | | | | |
| CALLER'S VOICE | | | | | | | | | | | |
| Calm | | Nasal | | Soft | | Angry | | Stutter | | Loud | |
| Excited | | Lisp | | Laughter | | Slow | | Rasp | | Crying | |
| Rapid | | Deep | | Normal | | Distinct | | Slurred | | Whispered | |
| Ragged | | Clearing Throat | | | | Deep Breathing | | | | Cracking Voice | |
| Disguised | | Accent | | | | Familiar (Who did it sound like?) | | | | | |
| BACKGROUND SOUNDS | | | | | | | | | | | |
| Street Noises | | Factory machinery | | | | Voices | | Animal Noises | Office machinery | | |
| Clear | | PA System | | | | Static | | Music | Motor | | |
| House Noises | | Long Distance | | | | Local | | Other | | | |
| BOMB THREAT LANGUAGE | | | | | | | | | | | |
| Well Spoken (Educated) | | | | Incoherent | | | | | Message read by threat maker | | |
| Foul | | | | Irrational | | | | | Taped | | |
| REMARKS | | | | | | | | | | | |
| | | | | | | | | | | | |
| Your Name: | | | | | | Your Position | | | | | |
| Your Phone # | | | | | | Date Checklist Completed | | | | | |