

# VOLUNTEER AGREEMENT

## MISSION:

TIHAN provides community resources and caring support so that people with HIV can live well. Through education, we work to encourage everyone to get tested, get involved, and reduce the stigma of HIV..

## BILL OF RIGHTS:

As a volunteer with TIHAN, you have the right:

- To be treated as a professional and valued as an asset; with consideration for personal preference, temperament, life experience, education, and employment background.
- To dignity and respect; regardless of HIV status, age, race, size, faith, gender identity and expression, sexual orientation, citizenship status, religion, national origin, veteran status, marital status, physical or mental disability or perceived disability, and economic and cultural background.
- To know as much about the agency as needed; its policies, its people and its programs.
- To training for the job; thoughtfully planned and effectively presented training that is up to date and applicable to your work.
- To sound guidance, supervision, and direction; by someone who is experienced, patient, well-informed, and thoughtful.
- To ask questions and seek guidance or direction when necessary; to be given support.
- To be assigned a volunteer role that is worthwhile and challenging; that will use your skills appropriately or help you develop new ones.
- To a variety of experiences; through advancement to assignments of more responsibility, through transfer from one activity to another, and through special assignments.
- To ask for a new assignment, or speak to the Volunteer Coordinator and/or your staff supervisor when you want to explore other volunteer opportunities.
- To discuss any concerns regarding projects or experiences with the Volunteer Coordinator and/or your staff supervisor.
- To be heard; to have a part in planning, to feel free to make suggestions, and to have respect shown for an honest opinion.
- To regular recognition and praise, both formally and informally, for a job well done.

## CODE OF CONDUCT

While at TIHAN:

1. I will treat **all** people with dignity, respect, and courtesy. I will endeavor to be open to all people, especially those who may differ from me. Differences may include: HIV status, age, race, size, faith, gender identity/expression, sexual orientation, citizenship status, religion, national origin, veteran status, marital status, physical or mental disability or perceived disability, and economic and cultural background. I will talk with my staff supervisor if I have questions, concerns, or difficulties with diversity issues.
2. I will not proselytize, nor participate in evangelical actions that promote any religion or religious belief while acting in a volunteer capacity for TIHAN. I understand that although TIHAN works with faith communities, not everyone associated with TIHAN is a member of a faith community, nor are they necessarily a person of faith. I am aware that methods of proselytizing may include but are not limited to: unsolicited offers to pray for someone or take them to my faith community, or providing religious materials or requesting them on someone else's behalf. If I am asked, however, I may respond to these requests. I will also be aware that statements such as "It's God's will," "You will get to see the pearly gates," "This is your test," "God wouldn't give you more than you can handle," etc. could be interpreted as proselytizing, so I will refrain from the use of these or any such inappropriate comments.

CODE OF CONDUCT, Continued

3. I will maintain strict confidentiality for all sensitive information I encounter at TIHAN. This includes names, addresses, phone numbers, personal information, HIV status, gender identity and sexual orientation. I will not engage in public conversations about visitors or callers while volunteering in the office. I will not share information about callers, CarePartners, or volunteers with people outside the office. I understand that some callers and visitors may not choose to share their HIV status, sexual orientation, or gender expression with others.
4. I will always perform my volunteer job to the best of my ability, and in accordance with the job description for my position.
5. I will complete the required training for my position, and will attend volunteer meetings and continuing education opportunities when possible. I also understand that attendance at some meetings is required in order to continue volunteering in some positions. (Volunteers will be notified if and when they volunteer for such a position.)
6. I will keep my contact information current with TIHAN; and I will complete all required paperwork in a timely manner, including time sheets and data forms identifying my volunteer interests. I understand that keeping such information up-to-date helps TIHAN qualify for the vital funding that keeps important programs running, and enables TIHAN to offer me the best volunteer opportunities.
7. Out of respect for personal privacy, I will not knowingly acknowledge TIHAN CarePartners in public unless they acknowledge me first.
8. I will not act as counselor or therapist with any CarePartner. If a CarePartner wants to explore therapeutic issues I will listen and provide support (if appropriate to my volunteer position), but I will refrain from offering advice and instead direct the CarePartner to the Program Manager for further assistance.
9. I will maintain professional boundaries with TIHAN CarePartners regarding social situations, romantic/sexual relationships, or the exchange of money or favors. I will talk with my staff supervisor if I have questions, concerns, or difficulties with these or any other boundaries.
10. I understand that I may not proactively solicit business (for my personal job or business) from CarePartners or other volunteers at TIHAN, but if I am asked specific questions I may offer myself as a resource.

CERTIFICATION:

I certify that I have read, understand, and agree to abide by TIHAN's Code of Conduct.

I understand that as a volunteer of TIHAN, if I breach these policies I may be subject to disciplinary action which can include, however is not limited to, the immediate termination of my relationship with the Tucson Interfaith HIV/AIDS Network.

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Signature

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Date

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Printed Name

# **CONFIDENTIALITY AGREEMENT AND SEXUAL HARASSMENT POLICY**

## **CONFIDENTIALITY AGREEMENT:**

Any volunteer who is involved in the administration or delivery of services of the Tucson Interfaith HIV/AIDS Network, also known as TIHAN, is subject to this confidentiality policy. All such individuals must read the policy below and agree to abide by its conditions. This policy constitutes the minimum standard of confidentiality set by moral ethics.

### **Confidentiality Regarding CarePartners**

- A CarePartner who seeks, accesses, or receives services from TIHAN has a right to privacy concerning any information related to their involvement with the agency. Examples of such information may be, however are not limited to: HIV status, medical condition and treatments, sexual orientation, finances, living arrangements, mental illness, and drug or alcohol history.
- It is understood that a breach of confidentiality can threaten the physical safety and emotional security of CarePartners as well as jeopardize their employment, insurance, and various personal relationships. At no time may any information of a personal or confidential nature be disclosed to any person not affiliated with TIHAN and who is not essential for the delivery of services. Referrals or contacts with other providers outside of TIHAN may only be made after obtaining written informed consent.
- The Executive Director, Program Manager, Program Coordinator, CarePartner Support volunteers and CareTeam members working one-on-one with CarePartners have access to confidential files. These individuals are the only people with general access to information about CarePartners. Any requests for information or services will be directed to appropriate CarePartner Support staff. All others within the agency may have access to information that identifies specific CarePartners on a strict need-to-know basis in order to provide direct or administrative services.

### **Confidentiality Regarding Volunteers and Donors**

- A Volunteer or Donor who gives their time, resources or money to TIHAN also has a right to privacy concerning any information related to their involvement with the agency. Examples of such information may be, however are not limited to: address and contact information, financial information, medical condition, sexual orientation, and living arrangements. At no time may any information of a personal or confidential nature about a donor or volunteer be disclosed to any person not affiliated with TIHAN or for any non-TIHAN related purposes.

### **Confidentiality Regarding Use of Data**

- All CarePartner, Volunteer, Donor, and Employee information is strictly confidential, and is not to be used for any purpose other than TIHAN business or delivery of TIHAN services. Information in TIHAN's databases, mailing lists, phone lists, software programs, and other files is solely for the use of the agency and may not be used for personal or other reasons that are not directly related to TIHAN business.

**SEXUAL HARASSMENT POLICY:**

Tucson Interfaith HIV/AIDS Network affirms that all human beings are created in the image of God, and thus have been made equal. We support equity among all persons without regard to ethnicity, situation, gender, or sexual orientation.

Sexual harassment is defined as any unwanted sexual advance, requests for sexual favors, sexually explicit language or actions and other verbal, nonverbal or physical conduct of a sexual nature, which is perceived by the recipient as demeaning, intimidating or coercive. Remarks or actions directed at an individual on the basis of gender or sexual orientation, which have the effect of producing an intimidating or offensive work, worship, or social environment, are considered sexual harassment. Sexual harassment is also understood as an exploitation of a power relationship rather than as an exclusively sexual issue, or has the purpose or effect of creating an intimidating, hostile or offensive work environment.

TIHAN stands in opposition to sexual harassment and commits itself to investigate quickly and impartially any charge of sexual harassment within the organization and to take action deemed appropriate. Further, TIHAN bears affirmative responsibility to create an environment of hospitality for all persons, which is free of harassment and encourages respect, equality and kinship. Any person who feels they are being subjected to sexual harassment should follow the proper grievance procedure.

**CERTIFICATION:**

I certify that I have read, understand, and agree to abide by TIHAN's CONFIDENTIALITY AGREEMENT and SEXUAL HARASSMENT POLICY as outlined above. I understand that as a volunteer of TIHAN, if I breach these policies I may be subject to disciplinary action which can include, however is not limited to, the immediate termination of my relationship with the Tucson Interfaith HIV/AIDS Network.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

## **Whistleblower Policy**

### **General**

TIHAN requires directors, officers, employees, and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As representatives of the organization, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

### **Reporting Responsibility**

It is the responsibility of all directors, officers, employees, and volunteers to observe ethical standards, and to report violations or suspected violations in accordance with this Whistleblower Policy.

### **No Retaliation**

No director, officer, employee, or volunteer who in good faith reports a violation shall suffer harassment, retaliation or adverse employment consequence, regardless of whether or not the report is sustained. Anyone who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within the organization prior to seeking resolution outside the organization.

### **Reporting Violations**

If anyone reasonably believes that some policy, practice or activity of TIHAN is in violation of law, or a clear mandate or public policy, a written complaint must be filed with the Executive Director or a member of the Human Resources Committee, who shall be responsible for investigating all allegations concerning violation, and making recommendations to TIHAN's Board of Directors. For suspected fraud, or when you are not satisfied or uncomfortable with following the organization's open door policy, individuals should contact the Executive Director or a member of the Human Resources Committee directly.

### **Accounting and Auditing Matters**

The audit committee (Finance Committee) of the board of directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. TIHAN's Executive Director or Human Resources Committee shall immediately notify the audit committee of any such complaint and work with the committee until the matter is resolved.

### **Acting in Good Faith**

Anyone filing a complaint concerning a violation or suspected violation of unethical behavior must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

### **Confidentiality**

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

### **Handling of Reported Violations**

The Executive Director or Human Resources Committee will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

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## **Tucson Interfaith HIV/AIDS Network Whistleblower Policy**

**PROCEDURE:**

TIHAN seeks to prevent, detect, respond to, report, and resolve conduct that does not conform to applicable laws and regulations, and the organization's ethical standards/code of conduct and to establish mechanisms for staff members, volunteers, clients, donors, and others to ensure that questions and concerns are appropriately addressed. TIHAN staff and volunteers et al should report any suspected cases of fraud, waste and/or abuse, as well as any violations to applicable local, state and federal laws without fear of retribution.

1. Suspected legal and/or ethical violations should be reported to TIHAN's Executive Director at phone number 520-299-6647. Should the suspected legal and/or ethical violation concern the Executive Director, then such reports should be directed to TIHAN's Human Resources Committee Chairperson Tom Muller at [mullert@email.arizona.edu](mailto:mullert@email.arizona.edu).
2. The Executive Director will inform the Chair of TIHAN's Human Resources Committee within 24 hours. If the complaint involves the Executive Director, the Human Resources Committee Chair will inform TIHAN's Board President within 24 hours.
3. If an allegation and/or complaint requires further investigation, an investigation will be initiated within 72 business hours.
4. TIHAN's Human Resources Committee will review and compile a written report of the findings within 60 business days. Final reports will include a complete description of all corrective actions taken, and any recommendations for changes to TIHAN's policies and/or procedures.
5. The Human Resources Committee Chair or the Executive Director will communicate in writing to the person who filed the report within 60 business days the status of the investigation.
6. The Executive Director and/or the Human Resources Committee Chair will ensure that all allegations, investigations, and/or complaints will be reviewed with the Board of Directors as required.
7. All suspected violators and/or violations will be handled accordingly and will be resolved in a manner that ensures the integrity of TIHAN's compliance with applicable guidelines and laws.

By signing below, I acknowledge that I have reviewed and understand the contents of this policy and procedure.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

## PHOTOGRAPHIC RELEASE

I do hereby grant and convey unto Tucson Interfaith HIV/AIDS Network all right, title, and interest in and to any and all photographic images and video or audio recordings made by or on behalf of Tucson Interfaith HIV/AIDS Network or made with its consent, during my participation with Tucson Interfaith HIV/AIDS Network.

I expressly understand and agree that this release is intended to be as broad and inclusive as permitted by law, and that this release shall be governed by and interpreted in accordance with the laws of the State of Arizona. I agree that in the event that any clause or provision of this release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this release.

By signing below, I acknowledge that I have read and understood this release, and agree to its provisions.

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Signature

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Date

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Printed Name