



VOLUNTEER HANDBOOK

Updated July 2026

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Welcome Letter

Dear Volunteer,

We are delighted you have chosen to volunteer with Good Samaritan Community Services (“Good Sam”).

Your commitment to service plays a vital role in helping us fulfill our mission: to serve as a catalyst for change supporting youth, individuals, and families by providing excellent community services to overcome economic poverty.

Volunteers are an essential part of our work, and we are excited to partner with you to create a meaningful, lasting impact in our community. Good Sam offers a variety of volunteer opportunities designed for individuals and groups of a variety of ages, including teens and adults. Whether you are contributing to campus beautification through outdoor landscaping, assisting with the distribution of our annual holiday bag drive, or sharing your experiences as a guest speaker mentoring youth and teens, your time and talents will make a difference.

Volunteering at Good Sam is a powerful way to serve your community and foster meaningful connections with others. We welcome and appreciate the unique gifts you bring, and we look forward to working alongside you in service.

Please take a moment to review the enclosed Good Samaritan Community Services Volunteer Handbook. After reviewing, kindly sign and return the following documents:

- a. Confidentiality Agreement
- b. Acknowledgement and Agreement of Background Check Results
- c. Waiver and Release of Liability

Please note that Good Sam may revise, update, or amend the policies outlined in this manual at any time, with such changes taking effect immediately upon issuance.

Thank you again for your willingness to serve. We are honored to have you as part of the Good Sam volunteer community.

Warm regards,

Simón Salas

Simon Salas, Chief Executive Officer

About Good Sam

Mission

The mission of **Good Samaritan Community Services** is to serve as a catalyst for change, supporting youth, individuals, and families by providing excellent community services to overcome economic poverty.

Vision

Empowering Communities to Thrive

Our Core Values



Overview of Organization

Our ministry began on September 8, 1939. On that day, the Rev. Everett Jones, Rector of St. Mark's Episcopal Church (fourth bishop of the Episcopal Diocese of West Texas), convened the board of St. Mark's Community House for its first meeting at 239 Blum Street in downtown San Antonio. Committees formed which met over the next three weeks called for the "following activities to be untaken as soon as possible, Kindergarten, Library, Story Hour, Supervised Play Saturday morning, sewing for girls, workshops for boys." At its September 25th meeting, the board planned its future relationship with the City of San Antonio. A notice was to "be sent to each agency in the city, telling them of our work and that we wish to cooperate with them in every way possible, that our work would not overlap theirs since ours is to be along the educational line[s].

The ministry formed in these first few years was the Episcopal Community House. On January 30, 1951, the Annual Council of the Episcopal Diocese of West Texas, convened by Bishop Jones, resolved that the "Episcopal Community House is now a diocesan institution and supported by the missionary budget of the Diocese." Shortly after that, the board of directors held the first meeting of **the Good Samaritan Center** on March 1, 1951. Rev. Gosnell, Rector of St. Mark's Episcopal Church (fifth Bishop of the Episcopal Diocese of West Texas), was elected a member of the Executive Committee. Rev. Gosnell led several initiatives regarding the further evolution of this ministry and reported on building plans for a permanent facility, the pledges made by churches of the Diocese, and the pledged support by the Community Chest, today's local United Way agency. Construction at 1600 Saltillo Street, known as the "death triangle" due to the high incidence of disease and its impact on children, began on April 3, 1951.

Seventy-five years later, **The Good Samaritan Center of San Antonio** has evolved into a charitable entity. **Good Samaritan** has been a longstanding partner of the City of San Antonio, the United Way, and many other entities providing comprehensive services to more than 4,500 individuals and 1,100 families in Central and South Texas via the services offered by three Departments: Child Development Services, Youth and Teen Services and Family Services.

Good Samaritan actively serves as a place of change, supporting thousands of our neighbors working to improve their lives and overcome the challenges of poverty.

Our Facilities:

San Antonio: Located at 1600 Saltillo Street, San Antonio, TX. This location houses our Food Pantry, Senior Center, Child Development Services and Youth and Teen Programs and where our group volunteer opportunities are available.

Brownsville: Located at 1626 Taft St, Brownsville, TX. This location provides Youth and Teen programs.

Funding:

Our "home" of 75 years is supported by the Episcopal Diocese of West Texas and other partners, including local foundations, corporations, churches, and individuals. Our partnerships with the city, state, the United Way, and other entities also focus on programs and services that alleviate health and educational inequity. During 2024-2025, we provided comprehensive services to 3,045 individuals and 2,500 families in San Antonio and South Texas.

Volunteer Experience and Expectations:

Volunteers allow Good Sam to provide necessary services to our families. During 2024-2025, Good Sam's volunteers generously contributed 609 hours of service. **Volunteers make a difference!**

By participating in these volunteer opportunities, you contribute to empowering communities and supporting individuals and families in overcoming economic challenges. Your involvement helps Good Sam continue its mission of service and transformation.

We hope you have a friendly and meaningful experience. We also hope to learn from each of our volunteers.

Good Samaritan is a nonprofit organization, United Way agency, and neighborhood anchor providing comprehensive services to over 3,000 individuals experiencing economic hardship annually and has

been a primary social service resource for residents of the west side of San Antonio, for more than seven decades. The comprehensive services provided by Good Sam through its early intervention programs for infants, children, youth, and adults have helped individuals and families break the cycle of poverty in San Antonio's most historically underserved zip code for decades. Our holistic approach to serving families begins by assessing the needs of every person in a family, from infants to children to youth, to parents and grandparents, and aligning needs to resources. This one-stop-shop direct service and referral approach allows us to be agile in meeting clients' needs, whether on our main campus or via a referral.

Departments of Service

Good Sam's programs are intentionally designed to stabilize families, establish nurturing relationships, and foster self-sufficiency through two major departments:

Family Services (FS), Youth and Teen Services (YTS)

FAMILY SERVICES

- Good Sam's Early Head Start programs serve infants 6 weeks - 3 years (AVANCE as a primary partner)
- La Escuelita Early Learning Program serves children from 18 months - 5 years
- Parents as Teachers Home visiting program supports parents prenatally and with children & infants - 5 years old
- Senior Center hosts a Social Intervention program for older adults and wellness services such as a Senior Nutrition Program for adults 60 years old and above
- Adult Programming & Education promotes parent education and feeding individuals and families in partnership with the San Antonio Food Bank and Meals on Wheels
- Emergency Food Pantry services are offered to reduce food insecurity

YOUTH AND TEEN SERVICES

Good Sam's Youth and Teen Services offers two distinct programs designed to equip young people with the academic and life skills essential for achieving personal success:

- Out-of-School Time Programs
 - After-school programming is an academic support program for children aged 6 -18 years old, including Youth Case Management
 - The Youth Advisory Committee (YAC) serves as a platform for youth to explore their interest, find their voice, and contribute to their community
 - Community Learning Center (CLC) access for learning through our AT&T partnership with high-speed, on-demand internet services.
 - Camp Good Sam is a six-week summer learning program provided at our San Antonio campus and our Brownsville campus.

- Programming to support Post High School Readiness
- In-School Programs
 - Achieving Beyond the Classroom Program (ABC) includes weekly lessons and activities that promote personal growth
 - College and Career Readiness support youths' transition into postsecondary education or the workforce
 - Additional programming through VEX Robotics, Sports and Fitness programs

VOLUNTEER PROGRAM

Purpose

The purpose of this policy is to provide guidelines and expectations for volunteers who contribute their time and skills to Good Samaritan Community Services (Good Sam). Our volunteers are essential partners in fulfilling our mission to serve and uplift individuals and families in underserved communities through education, empowerment, and community engagement.

Volunteer Eligibility & Types of Volunteers

ADULT VOLUNTEERS

All volunteers 18 years or older must complete a Volunteer Application and background check, as required by the nature of the volunteer role.

GROUP VOLUNTEERS

Group volunteers consist of 6 or more individuals volunteering together. Common examples include church groups, corporate teams, and other organized entities. Exceptions to age and background check requirements may apply.

JUNIOR VOLUNTEERS

Volunteers must be at least 12 years of age. Volunteers under 18 must be volunteering as part of a group or accompanied by their guardian if not with a group.

Background Checks

- Volunteers who work directly with children, youth, or vulnerable populations must pass a criminal background check and/or child abuse clearance, per Good Sam policy.
- Background checks will be updated every two years or as required by law or funders.

Centegix Visitor Management System

We use a visitor control and tracking system called the CENTEGIX Visitor Management system. This easy-to-use system scans each visitor's ID, takes each visitor's photo, and prints a temporary adhesive badge.

- All visitors, including parents and senior center clients, will check in at a main entrance with a state-issued photo ID or driver's license.
- Visitors will receive a temporary badge to wear while in the building.

- For those joining us beyond pick-up/drop-off or participating in activities, a background screening will be required and conducted quarterly.

What is an Electronic Visitor Management? CENTEGIX Visitor Management System (CVM) is a computerized visitor management system that enhances our campus security and efficiency. Visitors provide information, clear through multiple background checks, and obtain a printed visitor badge.

How does it work? CVM can work in self-service Kiosk mode or monitored mode. Visitors or staff enter requested data (i.e.: D/L scan, reason, and location) on the screen, then a sexual offenders check (SOC) is performed, and a visitor badge is printed (if the visitor is not an offender). Drivers' license information is compared to a database that consists of registered sex offenders from all 50 states. If a match is found, Executive Leadership at Good Sam can take appropriate steps to keep the campus safe. When you visit our school, please remember to bring your ID with you. Go to the visitor's PC kiosk, click on the appropriate badge, and scan your ID. You will be amazed that this system takes no more time than our present sign-in system. Please wear your badge at all times while in school. When you leave, simply select Check Out, swipe your badge, or select your name. If you need assistance with this system, please feel free to ask anyone in the office.

Why is Good Sam using this system? The safety of our families we serve is our highest priority. CVM will provide a consistent system to track visitors and volunteers while keeping people present a danger to students and staff members. The system quickly prints visitor badges that include a photo, the name of the visitor, the time, and the date.

Data Security

CVM utilizes some of the most advanced technologies for Internet security available. Transport Layer Security (TLS) technology protects the data using both server authentication and data encryption, ensuring that the data is secure and only available to the subscribing school or facility when at rest, storage, or transit. The protected data is inaccessible to anyone not authorized to view the information. At CVM security is of the utmost importance. Strict access policies, 128-bit encryption, firewalls, and private secure bandwidth are in use to ensure the highest standards for our security requirements.

Training

Additional training may be required based on the specific volunteer role (e.g., after-school tutoring, mentoring, food pantry).

Attendance and Scheduling

We greatly value the time and commitment our volunteers contribute and understand that personal schedules can be demanding. In turn, we ask that volunteers also respect the scheduling needs of our programs and staff.

All volunteer opportunities must be scheduled in advance in coordination with the appropriate program of staff or task supervisor.

Volunteers are expected to honor their scheduled commitments and notify staff at least 24 hours in advance if they are unable to attend. Chronic absenteeism may result in reassignment or termination of the volunteer role.

Supervision and Evaluation

Volunteers will be assigned to a Good Sam staff supervisor who provides guidance, support, and evaluation. Volunteers may be asked to provide feedback on their experience and participate in annual evaluations.

Logging Hours

To receive credit for volunteer hours, volunteers must log their hours through our QR code management tool. This can be found at, <https://goodsamtx.org/check-in/>

How to Get Started

1. **Complete the Volunteer Form:** Submit your application through the Good Sam Volunteer Portal.
2. **Background Check:** Email volunteer.coordinator@goodsamtx.org to receive the necessary forms.
3. **Submit Documents:** Provide your background check paperwork along with a copy of your ID.
4. **Begin Volunteering:** Start making a difference in your community!

Volunteer Opportunities at Good Sam

SAN ANTONIO CAMPUS: 1600 Saltillo Street, San Antonio, TX 78207

Food Pantry & Commodities Day Assistant:

Project Hope

Schedule: First Tuesday of every month, 11 AM – 2PM

Role: Create boxes of items donated by San Antonio Food Bank

Grocery Rescue

Schedule: Second Tuesday of every month 11 AM – 2PM

Role: Support the distribution of food commodities to our community members

Project Cheese

Schedule: Third Tuesday of every month, 11AM – 2PM

Role: Assist with carrying, rolling, and placing the boxes into the clients' and seniors' vehicles

SAN ANTONIO CAMPUS CONTINUED

Senior Center Assistant

Schedule: Monday–Friday, 9 AM–2 PM

Role: Engage with seniors through activities like morning walks, bingo, arts and crafts, and meal service to promote an active and enjoyable environment.

Mentor

Schedule: At least four consecutive monthly visits, one hour each

Role: Serve as a positive role model for youth, focusing on developmental assets such as integrity and goal setting. Mentoring is available during the afterschool program (4 PM–6 PM)

Group Volunteering

Role: Engage in projects like landscaping, painting, gardening, and facility improvements. Ideal for corporate teams or community groups. (Must be a group of 6 or more people).

BROWNSVILLE CAMPUS: 1626 Taft St, Brownsville, TX 78521

Mentor

Schedule:

Middle School: Wednesday or Thursday, 5 PM–6 PM

High School: Wednesday or Thursday, 5 PM–6 PM

Twice a month for one hour each

Role: Engage with students remotely to provide mentorship and support. Provide guidance and support to youth, emphasizing developmental assets to foster personal growth and goal setting.

Mentor Specific Information

ASSET BUILDING FOR CLIENTS

At the core of our mission is the belief that young people thrive when given opportunities to explore their interests and discover their unique voices. The Asset Building for Clients (ABC) program supports this growth using the Search Institute's 40 Developmental Assets® framework. This initiative engages youth in meaningful activities designed to cultivate practical, positive experiences and essential personal qualities. Through these guided experiences, participants develop critical life and academic skills that lay the foundation for long-term success and well-being.

40 Developmental Assets®

Search InstituteSM has identified the following building blocks of healthy development that help young people grow up healthy, caring, and responsible.

Category	Asset Name and Definition
External Assets	Support Family Support-Family life provides high levels of love and support. Positive Family Communication-Young person and her or his parent(s) communicate positively, and young person is willing to seek advice and counsel from parents. Other Adult Relationships-Young person receives support from three or more nonparent adults. Caring Neighborhood-Young person experiences caring neighbors. Caring School Climate-School provides a caring, encouraging environment. Parent Involvement in Schooling-Parent(s) are actively involved in helping young person succeed in school.
	Empowerment Community Values Youth-Young person perceives that adults in the community value youth. Youth as Resources-Young people are given useful roles in the community. Service to Others-Young person serves in the community one hour or more per week. Safety-Young person feels safe at home, school, and in the neighborhood.
	Boundaries & Expectations Family Boundaries-Family has clear rules and consequences and monitors the young person's whereabouts. School Boundaries-School provides clear rules and consequences. Neighborhood Boundaries-Neighbors take responsibility for monitoring young people's behavior. Adult Role Models-Parent(s) and other adults model positive, responsible behavior. Positive Peer Influence-Young person's best friends model responsible behavior. High Expectations-Both parent(s) and teachers encourage the young person to do well.
	Constructive Use of Time Creative Activities-Young person spends three or more hours per week in lessons or practice in music, theater, or other arts. Youth Programs-Young person spends three or more hours per week in sports, clubs, or organizations at school and/or in the community. Religious Community-Young person spends one or more hours per week in activities in a religious institution. Time at Home-Young person is out with friends "with nothing special to do" two or fewer nights per week.
Internal Assets	Commitment to Learning Achievement Motivation-Young person is motivated to do well in school. School Engagement-Young person is actively engaged in learning. Homework-Young person reports doing at least one hour of homework every school day. Bonding to School-Young person cares about her or his school. Reading for Pleasure-Young person reads for pleasure three or more hours per week.
	Positive Values Caring-Young person places high value on helping other people. Equality and Social Justice-Young person places high value on promoting equality and reducing hunger and poverty. Integrity-Young person acts on convictions and stands up for her or his beliefs. Honesty-Young person "tells the truth even when it is not easy." Responsibility-Young person accepts and takes personal responsibility. Restraint-Young person believes it is important not to be sexually active or to use alcohol or other drugs.
	Social Competencies Planning and Decision Making-Young person knows how to plan ahead and make choices. Interpersonal Competence-Young person has empathy, sensitivity, and friendship skills. Cultural Competence-Young person has knowledge of and comfort with people of different cultural/racial/ethnic backgrounds. Resistance Skills-Young person can resist negative peer pressure and dangerous situations. Peaceful Conflict Resolution-Young person seeks to resolve conflict nonviolently.
	Positive Identity Personal Power-Young person feels he or she has control over "things that happen to me." Self-Esteem-Young person reports having a high self-esteem. Sense of Purpose-Young person reports that "my life has a purpose." Positive View of Personal Future-Young person is optimistic about her or his personal future.

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MENTEES' SCHEDULE

Our programs follow a structured schedule. If you and your mentee choose to remain in the classroom during the session, we kindly ask that you wait until the session concludes before leaving in order to minimize distractions for the rest of the group.

MENTEE SELECTION PROCESS

As part of the client registration process, youth are asked to complete a Protective Risk Factor Survey to identify potential risk factors in their lives. Clients who receive lower scores on this survey are identified as candidates for additional support and are selected to participate as mentees. In ABC we recognize the vital role external support plays in the well-being and development of our clients. Selected mentees are provided with the opportunity to be matched with mentors who help reinforce the message that they are not alone, and that meaningful support is available to them.

THE IMPORTANCE OF MENTORSHIP (PROBST, 2006)

Research indicates that the greater the number of positive assets young people possess, the more likely they are to emerge as community leaders, achieve academic success, and maintain good health. Equally significant, these assets enhance their ability to resist engaging in risky behaviors. It is important to recognize that such assets do not develop automatically with age; rather, they are cultivated intentionally through the nurturing relationships children experience.

Mentors serve as a vital source of support in the lives of their mentees, fostering the confidence necessary to realize their full potential. Every young person possesses unique strengths and talents, and effective mentors acknowledge and affirm these attributes while encouraging their mentees to explore new interests and develop additional skills.

MENTOR DESCRIPTION

Volunteer ABC Mentor

Reports to: Data Entry Specialist / ABC Coordinator

Role Overview

As a Volunteer ABC Mentor, you play a vital role in supporting youth as they navigate challenges, celebrate successes, and build confidence for the future. Mentors foster trusting relationships, model positive behavior, and create enriching experiences for mentees.

Responsibilities

- Provide consistent encouragement and support to your mentee, offering guidance during difficult times and celebrating achievements.
- Build a meaningful relationship by engaging with your mentee at least once a month through volunteering activities.
- Empower your mentee by sharing responsibility for selecting activities you do together, giving them a voice in shaping the mentoring experience.
- Set clear and fair expectations regarding behavior and achievement. Encourage accountability and help mentees understand boundaries.
- Participate in a variety of activities with your mentee, ranging from casual conversations to new, creative experiences.
- Support your mentee's commitment to learning by helping connect their real-world interests to educational goals.

- Model positive values such as honesty, integrity, and respect. Encourage the development of social competencies and ethical behavior.
- Maintain confidentiality in all interactions with your mentee while recognizing when it is appropriate to seek staff support for the safety or well-being of the mentee.
- Understand that you are not responsible for managing escalated behavioral issues. Should any challenges arise, notify program staff immediately.

What is the Role of a Mentor? *(Adapted from Probst, 2006)*

You Are:

A Friend

As a mentor, you will engage with your mentee in fun and meaningful ways. Together, you will share new experiences, learn from one another, and navigate honest conversations, even when challenging. You help your mentee develop critical life skills by actively listening and building authentic connections.

A Role Model

Being a mentor means demonstrating positive behaviors and leading by example. It is not about being perfect; it is about showing humility, recognizing your strengths, and sharing your life experiences in a way that inspires growth. Additionally, it means advocating for your mentee if you become aware of threats to their physical or emotional well-being.

A Confidant

Building a close, trusting relationship with your mentee, you help them develop stronger, healthier relationships with others, such as parents, teachers, and peers. As your relationship grows, your mentee may share personal thoughts, dreams, insecurities, or even mistakes they have made that they may not feel comfortable sharing with anyone else. Unless your mentee reveals something that indicates they are in danger or need outside help, respecting their privacy and keeping their confidence within the relationship is essential.

A Nurturer of Possibilities

As a mentor, you have the unique opportunity to recognize and nurture the strengths and talents of your mentee. Your role is to encourage their growth, helping them discover how their gifts can be used to positively impact their family, school, and community. By fostering confidence and empowering them to act on their potential, you help your mentee become a valuable resource to those around them.

Your consistency, care, and commitment have a lasting impact—empowering youth to see their own potential and build brighter futures.

You Are Not:

A Mentor to the Family

Your role is to provide focused, individual support to your mentee. While it can be helpful to become acquainted with parents, caregivers, or siblings to better understand your mentee's background, your primary responsibility is to build a positive and supportive relationship with your mentee—not to serve as a mentor to the entire family.

A Social Worker or Medical Professional

If your mentee shares personal experiences, health concerns, or any information that raises concern for their safety or well-being, you should immediately notify the ABC Coordinator. The ABC Coordinator is equipped to connect the mentee with appropriate resources, including local support services, counseling, or medical professionals, when necessary. Do not attempt to manage or resolve these matters on your own.

A Savior

It is not your role to “fix” your mentee's life or solve their problems. The purpose of this relationship is to provide consistent encouragement, guidance, and companionship. Your mentee has inherent strengths, gifts, and potential. By offering support and treating your mentee with dignity and respect, you help them recognize their own ability to overcome challenges and contribute meaningfully to their community and the world.

Policies and Practices

Conflicts of Interest

Volunteers must avoid all conflicts between their individual interests, and the interests of Good Sam. Volunteers should conduct themselves in a manner that avoids even the appearance of conflict between their personal interests and those of Good Sam.

A conflict-of-interest situation may arise in many ways, including but not limited to the following examples:

- Employment by a competitor, regardless of the nature of the employment, unless disclosed, while employed or volunteering by Good Sam.
- Acceptance of gifts, payments or services from those seeking to do business with Good Sam or doing business with Good Sam;
- Placement of business where owned or controlled by an employee or his or her family;
- Ownership of or substantial interest in a company which is a competitor or supplier; or
- Acting as a consultant to a customer or supplier or aspiring customer or supplier of Good Sam.
- Relationship with families, seniors or youth using services of Good Sam

Volunteers are required to avoid situations which present a conflict of interest or the appearance of a conflict of interest. In any event, volunteers and their immediate family may not accept significant gifts (over \$50) or gratuities of any amount from anyone doing business or seeking to do business with Good Sam, including vendors and customers. This would include travel, lodging, and entertainment other than ordinary business lunches and dinners. Volunteers with questions about conflicts of interest or potential conflicts of interest should resolve them before they become a problem by consulting with HR.

Disclosing Relationships

Good Sam understands circumstances may exist in which volunteer members have preexisting personal relationships with clients. It is our policy that **volunteers** will immediately disclose these relationships to Good Sam and abstain from any action or omission that would constitute special treatment of an individual utilizing services from Good Sam. The term “staff member/volunteer” shall include both paid and volunteer staff, and the term “client” shall include any person who is currently receiving services from Good Sam.

Good Sam expects staff members/volunteers to comply with the following requirements. Failure to do so may result in disciplinary action.

- A. Staff members/volunteers shall immediately report to their managers any close and continuing relationship with clients, including but not limited to familial relationships and friendships.
- B. Staff members/volunteers shall abstain from any action or omission that would constitute special treatment and recuse themselves from any decision that would represent a conflict of interest.
- C. Managers shall immediately report any staff members/volunteer's relationship with a client to Good Sam's Human Resources Department.
- D. Managers shall avoid placing staff members with disclosed relationships with clients in a position that promotes a conflict of interest.
- E. Staff members shall comply with any additional departmental requirements emanating from this policy and duly approved by Good Sam's Human Resources Department.

Fraternization Policy

At Good Sam, we prioritize the safety and privacy of the people we serve. To maintain appropriate boundaries and uphold our commitment to a secure environment, volunteers are expected to adhere to the following communication guidelines. The term "staff member" shall include both paid and volunteer staff, and the term "client" shall include any person who is currently using services from Good Sam.

The following activities by staff /**volunteers** shall constitute exploitation of a client and any staff member participating in these or similar activities shall be subject to immediate termination:

- A. Development of any type of personal involvement, other than a professional relationship, with a current client using services. This includes relationships conducted via social media.
- B. Do **not** share your personal phone number with clients.
- C. Do **not** take photographs of any clients under any circumstances.
- D. Do **not** add clients to your personal social media accounts.
- E. Development of any type of personal involvement, other than a professional relationship, within six months of an individual using services. This includes relationships conducted via social media.
- F. Do not engage in visits or interactions with youth outside of Good Sam-sponsored programs or activities.
- G. Purchasing anything from a client, making any kind of trade with a client, selling anything to a client, or assisting a client in the sale of anything.
- H. Accepting gifts purchased by a client. Handmade gifts are acceptable but must be reported to the volunteer or employee manager.
- I. Transporting clients for reasons other than in the case of a medical emergency, or on Good Sam-related business. Such trips must be reported to the volunteer/employee manager prior to transporting the client.

- J. We need to treat all clients fairly; no special gifts are allowed. This includes, but is not limited to, toys, packaged or homemade food items, clothing, and other personal gifts.
- K. Proselytizing is not allowed.

These guidelines are in place to protect both our clients and our volunteers and to ensure all interactions remain professional and within the scope of your volunteer role.

Harassment and Discrimination Prohibited

All volunteers must be allowed to serve in an environment free of harassment or discrimination. To accomplish this, Good Sam must have the cooperation of its volunteers and employees. If you believe that you or another volunteer have been subjected to harassment or discrimination; due to your race, color, creed, religion, sex, age, nation of origin, citizenship, veteran or marital status, sexual orientation, sensory, physical or mental disability or all other bases protected by law, you should report it immediately to your supervisor or another manager, and to HR. If you are not satisfied with the response, it is your responsibility to take your complaint to at least your department manager.

Sexual harassment may be difficult to recognize in certain circumstances. Unwelcomed sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or volunteer service,
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

We want an open, friendly, non-coercive environment for both male and female volunteers. If you feel that the conduct or statements of any other volunteer may constitute sexual harassment, or may undermine our commitment to equal employment opportunity, you must notify a supervisor. It is your obligation to volunteer.

Your report will be taken seriously and investigated immediately. We will protect the confidentiality of those involved to the extent that is consistent with our need to investigate and resolve the problem. Disciplinary action, including termination, will be taken against those who violate this policy, and against any others who condone such conduct. You will not be retaliated against by Good Sam for good faith efforts to comply with this policy.

Safety:

Volunteers must immediately report any injury, unsafe condition, or concerning behavior to their staff supervisor. In case of emergency, volunteers should follow Good Sam's emergency procedures as outlined in orientation.

The personal safety and health of each Good Sam volunteer is of primary importance. The company's objective is a safety and health program that will reduce the number of injuries and illnesses to an absolute minimum. The goal of the company is zero accidents and injuries.

Volunteers are responsible for wholehearted, genuine cooperation with all aspects of the safety and health program – including compliance with all rules and regulations and for continuously practicing safety while performing their duties. Rules to be observed include the following:

- All safety hazards must be reported to your supervisor immediately.
- All injuries occurring in the workplace must be reported to the employee or volunteer supervisor immediately. All accidents must be reported immediately no matter how minor.
- Volunteers must observe safe practices when performing their service. This would include knowing and complying with all safety requirements specific to their jobs.

Mandated Reporting:

If you suspect or have any questions about a client being abused financially, physically, sexually or in any way, **please speak to your direct supervisor immediately or reach out to any Good Sam staff.**

State law governing abuse will be followed by all Good Sam employees. Any person who has cause to believe that a client's physical or mental health or welfare has been or may be adversely affected by abuse or neglect will make necessary reports as are required by law.

Failure to report physical or mental abuse or neglect of a client is a crime, punishable by fine and/or imprisonment. In addition, failure to report such abuse or neglect may result in disciplinary action up to and including termination.

Drug-free Environment

Good Sam is committed to maintaining a drug-free environment to provide a safe, healthy, and productive environment for all staff, volunteers, clients, and visitors. This policy supports the prevention of accidents and ensures compliance with the Texas Workers' Compensation Act and the rules established by the Texas Workers' Compensation Commission.

The illegal use of any drug is strictly prohibited. For the purposes of this policy, the term "drug" includes inhalants and illegal substances such as narcotics, barbiturates, mood-altering drugs, tranquilizers, hallucinogens, and other similar substances—unless a licensed physician lawfully

prescribes them. The term also encompasses alcoholic beverages and the unauthorized use or possession of prescription medications.

The use of drugs is incompatible with the conduct expected of Good Sam volunteers. Such behavior poses unacceptable safety risks to employees, clients, and visitors and undermines the organization's ability to operate efficiently and responsibly. Accordingly, the use, possession, sale, transfer, distribution, purchase, manufacture, or being under the influence of drugs while on Good Sam premises is strictly prohibited.

No volunteer shall use or consume, while on duty, any alcohol or controlled substances. Nor shall any volunteer present him/herself to the workplace while having consumed alcohol or controlled substances immediately prior to reporting for duty.

Any policy violation may result in disciplinary action, including termination of the volunteer service with Good Sam.

Pictures:

Taking pictures of anyone using services is not allowed for confidential reasons and the safety of all.

Data Privacy:

Identifying information about individuals using Good Sam's services (including names) must not be revealed, now or in the future. A volunteer must never acknowledge that any person has received services from Good Sam.

Volunteers must protect the privacy of all Good Sam clients and not share any personal information outside the organization. Breaches of confidentiality are grounds for immediate dismissal.

Activity Release:

Volunteers for Good Sam accept sole responsibility for any injury they may incur during the time he/she is working as a volunteer. Good Sam and their employees/agents are hereby released from all claims or cause of action arising from any accident or injury that may occur during volunteering. This release shall not operate to release Good Sam from any claims or cause of action which arise from accident or injury which is due to the negligence of Good Sam.

Respect for All:

It is our expectation that all individuals utilizing Good Sam's services will be treated with respect by all paid and volunteer staff. Each person is entitled to respect regardless of their behavior. If an individual is treating volunteers, staff, or others in a disrespectful or inappropriate manner, a

supervisor should be contacted immediately. If this is not possible, please notify a Good Sam staff member.

Problem Solving Procedure

Good Sam wants you to feel comfortable in coming to us to discuss any problem, questions or concerns that you may have about your volunteer experience. Our “Problem Solving Procedure” offers all volunteers the freedom to discuss anything they wish with your direct supervisor and volunteer manager. Whenever you have a problem, it can usually be resolved by following these steps:

- A. Any concern should first be discussed with a Staff Member of your Department who can handle your concerns.
- B. In the event your problem is related to your department, you may contact the Development Department.

Separation

If there is an occasion when a volunteer makes the decision to end their volunteer experience at Good Sam. Since we depend on volunteers for some of our day-to-day operations, we ask that you give us as much notice as possible for replacement opportunity.

When it is necessary for Good Sam to terminate a volunteer, Good Sam would notify the Volunteer of the problem area(s) and develop a plan to address the concerns. A volunteer may be asked to leave immediately for unethical conduct or for violation of policies listed in this manual.

Volunteer service may be terminated at any time at the discretion of Good Sam staff for reasons including but not limited to:

- Failure to adhere to Good Sam policies
- Misconduct or inappropriate behavior
- Excessive absenteeism
- Breach of confidentiality

Standard of Appearance

Dress appropriately for your duties. Wear comfortable shoes, no open-toed shoes. Always keep in mind to dress for the weather.

Recognition and Appreciation

Good Sam values its volunteers and regularly seeks ways to recognize their contributions through appreciation of events, certificates of service, and public acknowledgment (with permission).

Volunteer with Disabilities

Please contact the Development and Community Events Manager should you need any accommodation.

Policy Review

This policy will be reviewed annually and updated as needed to reflect the evolving needs of Good Sam programs and the communities we serve.

Trauma Informed Care

Understanding Trauma

At Good Sam, we serve individuals and families with diverse life experiences. We recognize that trauma can affect anyone and may influence how people engage with services, opportunities, and support systems. By using trauma-informed language, we foster trust, belonging, and meaningful connections while honoring the strengths and resilience of those we serve.

Our Commitment

Good Sam is a Trauma-Informed Certified Level One organization. This means we recognize that many individuals and families may have experienced adversity, stress, trauma, or significant life challenges. We are committed to creating environments, programs, and communications that promote safety, trust, dignity, empowerment, and healing.

Trauma-informed communication helps ensure that every person who interacts with our organization feels respected, valued, and supported.

Purpose

- Trauma- the experience of violence and victimization, has been experienced by 51% of the general population
- Experiencing trauma has significant effects on a person's physical systems as well as their social/ emotional well-being
- It is therefore necessary to exercise "universal precautions" to avoid unintentionally causing harm of re-traumatization

Implementation

Good Sam expects our volunteers to apply trauma-responsive care practices, which include:

- Safe, calm, and secure environment
- Supportive care
- Culturally competent practices
- Consumer voice, choice, and advocacy
- Healing, honest, and trusting relationships

Act in a manner to reduce and prevent the occurrence of secondary traumatization

- Be aware of control and power dynamics that could be associated with a person's early trauma
- Be respectful of each other's space

- Understand that certain aggressive responses may be trauma-related coping strategies
- Be compassionate and recognize each person as a person

Core Principles

1. Use Person-First Language

Focus on the individual before their circumstance.

Instead of:

- Homeless person
- Troubled youth
- At-risk family



Consider:

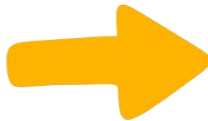
- Person Experiencing homelessness
- Young person facing challenges
- Family navigating economic hardship

2. Emphasize Strengths and Resilience

Recognize capabilities rather than deficits.

Instead of:

- Vulnerable population
- Disadvantaged families



Consider:

- Individuals and families working toward stability
- Community members building brighter futures

3. Avoid Blame or Judgment

Use language that reflects understanding and empathy.

Instead of:

- Failed to comply
- Refused services



Consider:

- Chose not to participate
- Was unable to participate at this time

4. Promote Choice and Empowerment

Whenever possible, communicate options rather than directives.

Instead of:

- Clients must
- Participants are required to



Consider:

- Participants are encouraged to
- Families may choose to

(Use direct requirements only when necessary for safety, compliance, or program participation.)

5. Use Respectful, Inclusive Language

Ensure communications are welcoming and affirming to all individuals and families.

Ask Yourself:

- Does this language honor dignity?
- Does it avoid stereotypes?
- Does it reflect respect and inclusion?

Emergency Procedures and Site Map

Good Sam has established the following emergency procedures to ensure the safety of all individuals on site. Volunteers are expected to familiarize themselves with these protocols and follow staff instructions during any emergency.

Fire Emergency Procedures

In the event that a fire or smoke is detected:

- **Activate** the nearest fire alarm immediately (refer to the site map for fire alarm locations).
- **Evacuate** the building promptly. Ensure individuals are moved to a safe distance, **at least 100 feet** away from the building.
- **Turn off lights and close doors** to each room during evacuation if it is safe to do so.
- **Follow the designated fire drill route.** Use an alternate route if the primary path is unsafe (see site map for evacuation of routes and meeting points).
- **Designated staff** will take rosters and lead their assigned areas. Rosters are located near building exits and classrooms.
- The **Facilities Manager** or other designated personnel will contact emergency services by dialing **911**.
- **Designated Staff** will take attendance once their group is safely outside and communicate status updates using clear signals (e.g., “Main Building Wing 1 clear.”).
- If weather conditions are severe or the building is compromised, the **Childcare Manager** may relocate children to **San Antonio ISD** facilities.
- **Re-entry is not permitted** until the building is officially cleared by emergency personnel.
- Staff and children will be notified once the emergency has been resolved, and **normal operations may resume**.

Severe Weather and Other Emergencies

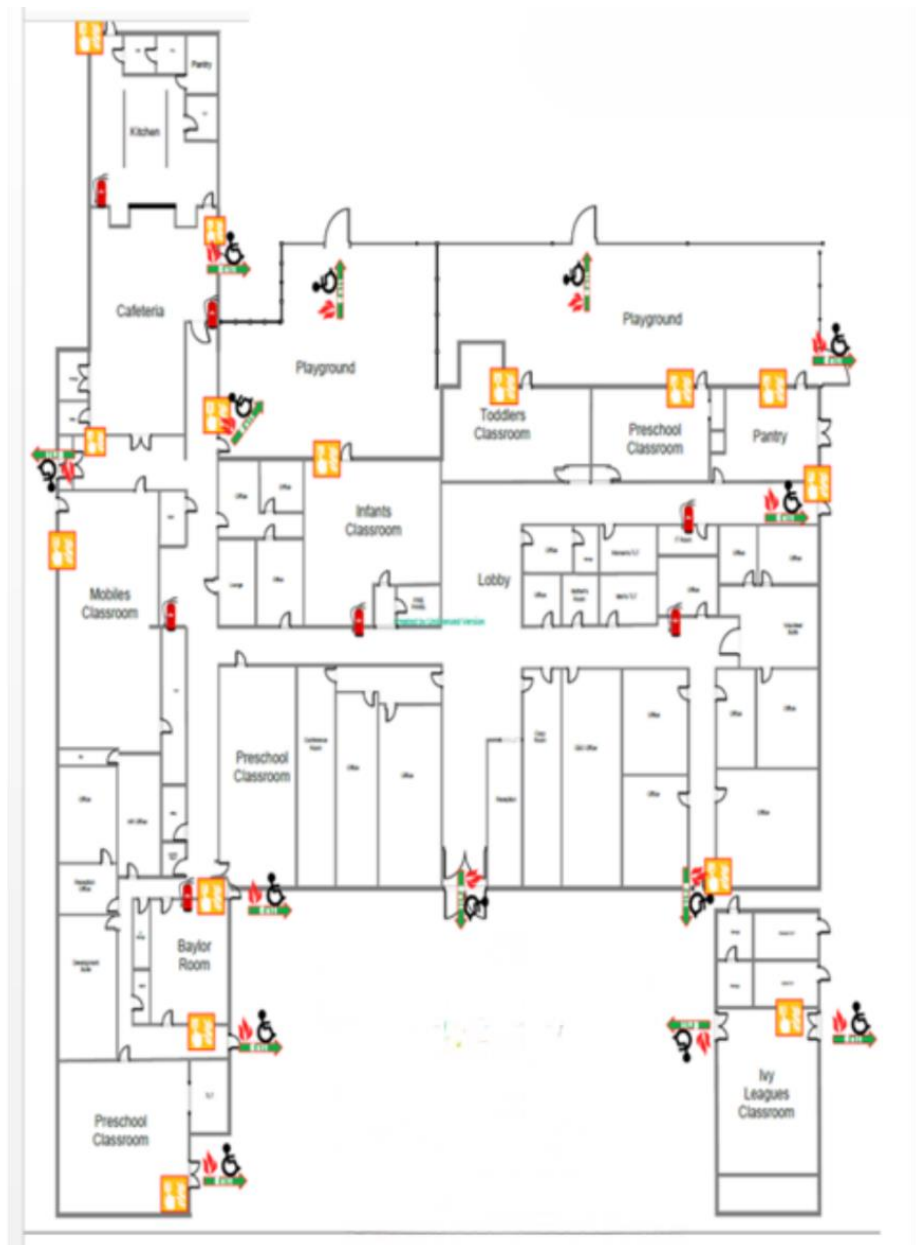
In the event of a severe weather incident or community emergency that may threaten the safety of clients, staff, and volunteers:

- Staff will **immediately escort all individuals** to the nearest safe location inside the facility.
- Everyone must remain indoors until clearance is given by the **Facilities Manager** or the **Supervisor in charge**.
- If feasible:
 - **Lock all entry doors.**
 - **Keep individuals away from windows.**
 - **Monitor all exits carefully.**
- **Two-way radios** should be used for communication during these situations.

- **Notify program management immediately.**

In the case of hazardous weather, Good Sam may close its facilities. Good Sam typically follows closure decisions made by the **San Antonio Independent School District (SAISD)**. Your supervisor will make every effort to inform you of any such closures.

The maps shown reflects Good Sam's San Antonio location evacuation procedures.







We have implemented the Standard Response Protocol (SRP) from the I Love U Guys Foundation. The Centegix strobes and desktop takeover notifications will display the appropriate emergency alert along with its corresponding color to provide clear and consistent communication.

We have access to the Real-Time Response feature for our emergency responders. If a 3-click ("I Need Help") alert is activated, responders will be able to communicate directly within the Centegix mobile app rather than using a separate group of text or other form of messaging system.

Training Video:

<https://success.centegix.com/article/695-real-time-response-overview>

IN AN EMERGENCY TAKE ACTION



HOLD! In your room or area. Clear the halls.

OCCUPANTS

Clear the hallways and remain in room or area until the "All Clear" is announced
Do business as usual

STAFF

Close and lock door
Account for occupants and staff
Do business as usual



SECURE! Get inside. Lock outside doors.

OCCUPANTS

Return inside
Do business as usual

STAFF

Bring everyone indoors
Lock outside doors
Increase situational awareness
Account for occupants and staff
Do business as usual



LOCKDOWN! Locks, lights, out of sight.

OCCUPANTS

Move away from sight
Maintain silence
Do not open the door
Prepare to evade or defend

STAFF

Lock interior doors
Turn out the lights
Move away from sight
Do not open the door
Maintain silence
Account for occupants and staff
Prepare to evade or defend



EVACUATE! (A location may be specified)

OCCUPANTS

Evacuate to specified location
Bring your phone
Instructions may be provided about retaining or leaving belongings

STAFF

Lead evacuation to specified location
Account for occupants and staff
Notify if missing, extra or injured people



SHELTER! Hazard and safety strategy.

OCCUPANTS

Use appropriate safety strategy for the hazard

Hazard

Tornado
Hazmat
Earthquake
Tsunami

Safety Strategy

Evacuate to shelter area
Seal the room
Drop, cover and hold
Get to high ground

STAFF

Lead safety strategy
Account for occupants and staff
Notify if missing, extra or injured people

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Jessica Wilson



EN CASO DE EMERGENCIA TOMEN MEDIDAS



HOLD! (¡ESPEREN!) En su área. Despejen los pasillos.

OCUPANTES

Permanezcan en el área hasta que se indique que la situación se ha resuelto
Continúen con la actividad rutinaria

PERSONAL

Cierren la puerta y echen la llave
Cuenten a los ocupantes y al personal
Continúen con la actividad rutinaria



SECURE! (¡PROTEJAN!) Vayan adentro. Echen llave a las puertas exteriores.

OCUPANTES

Regresen adentro
Continúen con la actividad rutinaria

PERSONAL

Lleven a todas las personas adentro
Echen llave a las puertas exteriores
Mantengan la alerta sobre lo que ocurre en su entorno
Cuenten a los ocupantes y al personal
Continúen con la actividad rutinaria



LOCKDOWN! (¡CIERRE DE EMERGENCIA!) Echen llave, apaguen las luces, escóndanse.

OCUPANTES

Desplácese a un lugar donde no se les vea
Guarden silencio
No abran la puerta
Prepárense para evadirse o defenderse

PERSONAL

Echen llave a las puertas interiores
Apaguen las luces
Desplácese a un lugar donde no se les vea
No abran la puerta
Guarden silencio
Cuenten a los ocupantes y al personal
Prepárense para evadirse o defenderse



EVACUATE! (¡EVACUEN!) (Es posible que se especifique un lugar determinado)

OCUPANTES

Evacuen a un lugar determinado
Llévense sus teléfonos
Se proporcionarán instrucciones sobre si deben llevarse o dejar sus pertenencias

PERSONAL

Dirijan la evacuación a un lugar determinado
Cuenten a los ocupantes y al personal
Avisen si entre los ocupantes o el personal falta alguien, hay personas de más o hay heridos



Shelter! (¡BUSCAR RESGUARDO!) Riesgo y estrategia de seguridad

OCUPANTES

Utilizar una estrategia de seguridad adecuada para el peligro

Estrategia de seguridad

Evacúen a un área resguardada
Agáchense, cúbranse y agárrense
Sellen el salón
Dirijanse a terreno elevado

PERSONAL

Dirijan la estrategia de seguridad
Cuenten a los ocupantes y al personal
Avisen si entre los ocupantes o el personal falta alguien, hay personas de más o hay heridos

Riesgo
Tornado
Terremoto
Materiales peligrosos
Tsunami

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Jessica Wilson





CONFIDENTIALITY AGREEMENT

All information concerning clients, former clients, our staff, volunteers, financial data, and business records of Good Samaritan Community Services is confidential. No information may be released without appropriate authorization. This is a fundamental component of client care and business ethics.

Good Samaritan Community Services expects you to respect clients' privacy and maintain their personal and financial information as confidential. All records dealing with specific clients must be treated confidentially.

Failure to maintain confidentiality may result in termination of your status as a volunteer or other corrective action. This policy is intended to protect the volunteer, the client, and Good Samaritan Community Services.

ACKNOWLEDGEMENT AND AGREEMENT

Volunteer Name (printed): I _____ acknowledge receiving a copy of the Good Samaritan Community Services Volunteer Handbook. I understand that I am responsible for reading the handbook, knowing, and complying with the policies stated in this handbook. I understand that this handbook supersedes all prior personnel policies, practices, and guidelines on subjects covered in this handbook and that I should consult the Volunteer Coordinator if I have any questions.

I understand, however, that the policies are guidelines only and are not intended to create any contractual rights or obligations, express or implied. I also understand that Good Samaritan Community Services has the right to amend, interpret, modify, add to, or withdraw any of the provisions of the Volunteer Handbook at any time, in its sole discretion, with or without notice.

ACCEPTED AND AGREED:

Volunteer Name: _____

Signature: _____

Date: _____



ACKNOWLEDGEMENT AND AGREEMENT of Background Check Results

If you are volunteering during regular business hours when clients are on campus or directly with our clients, you must complete and submit the provided background check forms.

It is mandatory that these forms are completed, and a background check is cleared prior to volunteering.

It is the responsibility of the volunteer to submit any results of the background check to the Good Samaritan Community Services Human Resources Department.

Volunteer Name (printed): I _____ acknowledge that I am responsible for sharing any background check results with the Human Resources Department of Good Samaritan Community Services prior to volunteering.

I understand that if I do not submit my background check results in a timely manner, I will not be permitted to volunteer until the appropriate information has been received.

ACCEPTED AND AGREED:

Volunteer Name: _____

Signature: _____

Date: _____



VOLUNTEER WAIVER AND RELEASE OF LIABILITY

In consideration for being permitted to participate in volunteer activities with **Good Samaritan Community Services**, including any related or incidental activities ("Volunteer Activities"), I, the undersigned Volunteer, or the Parent/Legal Guardian of the Volunteer if the Volunteer is under 18 years of age (collectively referred to as "I", "me", or "my"), hereby release and agree not to bring any claim or legal action against **Good Samaritan Community Services**, its officers, directors, employees, agents, subcontractors, sponsors, and affiliates (collectively, "the Organization") for any present or future claims, including those of property damage, personal injury, or wrongful death. Arising out of or in connection with my participation in the volunteer Activities, regardless of when, where, or how such claims may arise.

I acknowledge and understand that **Good Samaritan Community Services** assumes no responsibility for any injury or damage to person or property that may occur during the Volunteer Activities, including those resulting from the ordinary negligence of the Organization or otherwise.

I am aware that participation in Volunteer Activities carries inherent risks, including but not limited to, serious bodily injury or death. I voluntarily choose to participate with full knowledge and acceptance of these risks and assume full responsibility for my participation.

Furthermore, I agree to indemnify and hold **Good Samaritan Community Services** harmless from any and all claims, liabilities, or damages arising from my participation in Volunteer Activities.

I understand and intend that this release be interpreted as broadly as permitted under the state's laws in which the Volunteer Activities occur. If any portion of this waiver is deemed invalid or unenforceable, I agree that the remaining provisions shall remain in full force and effect.

I acknowledge that **Good Samaritan Community Services** does not provide insurance coverage for me or the Volunteer (if under 18, my parents, guardians, trustees, heirs, executors, administrators, successors), including but not limited to health, accident, or liability insurance.

I affirm that I am in good health and have no physical or mental conditions that would impair or prevent my safe participation in Volunteer Activities.

By signing this document, I understand that I am entering into a binding agreement that releases certain legal rights and waives liability on behalf of **Good Samaritan Community Services**.

VOLUNTEER RELEASE FORM

I (hereinafter referred to as “I,” “me,” or “my”) desire to volunteer with **Good Samaritan Community Services** and participate in activities related to my roles as a volunteer. I understand that these activities may include, but are not limited to, gardening, event setup, tutoring, painting, cleaning, organizing supplies, and other similar tasks.

I freely and voluntarily, without coercion nor duress, execute this Release under the following terms:

- **Waiver and Release:** I hereby release, discharge, and hold harmless **Good Samaritan Community Services**, including its successors, assigns, officers, directors, employees, and agents, from any and all liability, claims, demands, or causes of action—whether in law or equity—that may arise from my participation in volunteer activities.
- **Insurance:** I understand that **Good Samaritan Community Services** does not provide any financial assistance or insurance coverage, including but not limited to medical, health, disability, or property insurance, for any injury, illness, death, or property damage that may occur as a result of my volunteer work.
- **Medical Treatment:** In the event of an emergency, I authorize **Good Samaritan Community Services** to provide or obtain necessary medical treatment. I further release and hold harmless **Good Samaritan Community Services** from any and all claims arising out of first-aid treatment or other medical services rendered in connection with an emergency during my time as a volunteer.
- **Photographic Release:** I grant **Good Samaritan Community Services** full rights to use any photographs, images, video, or audio recordings taken of me in connection with my volunteer services. I understand that these materials may be used for promotional, educational, or fundraising purposes without compensation to me.
- **Miscellaneous:** I agree that this Release is intended to be as broad and inclusive as permitted by applicable law. If any provision of this Release is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

By signing below, I acknowledge that I have read and fully understand the terms of both the Volunteer Waiver and the Volunteer Release Form and that I am voluntarily waiving certain legal

ACCEPTED AND AGREED:

Volunteer Name: _____

Signature: _____

Date: _____