



Volunteer Packet

Thank you for your interest in volunteering at Lotus House!

Once you have completed the volunteer packet, your contact will reach out for any additional steps. Please feel free to email them with any questions or concerns you might have.

We look forward to having you volunteer with us!



VOLUNTEER GUIDELINES

We want your volunteer experience with the Foundation at Lotus House Women's Shelter, and/or its subsidiaries Lotus House Thrift, LLC, Lotus Wellness Center, LLC, and Art Live Fair, LLC, (collectively, Lotus House) to be as substantive and purposeful as possible for you and the Lotus House community. To that end, we ask you to review and adhere to the guidelines which follow. If you have any questions, please do not hesitate to ask!

Dress Code: Please wear comfortable, casual, clothing appropriate for the weather, that you don't mind getting a little dirty. While the Lotus Village has air conditioning that maintains a comfortable temperature for all inside, we may need your assistance outside or at our storage unit, which has no air conditioning. Please no high heels or open-toed shoes (sneakers are best), dangling earrings or expensive jewelry.

Timely and Consistent Commitment: Volunteers are essential to the programming, workshops and activities offered by Foundation and Lotus House to support, educate, empower and uplift the women and children we serve. Once we set a mutually agreeable schedule for your volunteer service, please remember we are relying on your commitment and consistency is critical. Please call your point of contact with the Lotus House Team well ahead of your scheduled service dates and times if you have an emergency and cannot meet the schedule.

Types of Volunteer Service Opportunities: We strive to ensure that the programming, workshops and activities at Lotus House are supportive, educational, diverse and empowering, offering alternative pathways to healing and building self esteem. There are volunteer service opportunities in each of the following areas:

- *General Operations and Maintenance* (donations assistance, cleaning, painting, gardening, organizing supplies/donations, and minor repairs);
- *Basic Life Skills* (focused on financial literacy, resolution of legal and financial issues, budgeting, basic cooking skills, shopping on a budget, and good nutrition);
- *Computer Classes and Job Readiness Training* (tutoring in all subjects, English literacy, computer classes, and job readiness workshops);
- *Health and Wellness* (exercise and healthy lifestyles, yoga, women's health, manicures/hair styling, and more to come when our medical clinic opens);
- *Office Assistance* (answering phones, filing, assistance with the management of the office and special projects);
- *General Programming* (book clubs, sewing, dance, music, beadwork, other?);
- *Outreach Work* (follow-up and assistance to former guests of Lotus House); Donations Drives (assisting with donations);
- *IT/Graphics/Web Assistance* (assisting with preparation of community outreach materials and media).
- We also need pro bono attorneys who assist our guests in resolving legal issues including domestic relations, debt relief, credit and rights restoration, and immigration.

Let us know how you think you might best be of service. Our goal is to align your special talents, expertise and interests with the needs of the Foundation and select together the volunteer service that will be mutually beneficial.

Principles of Conduct: The Foundation strives to create and maintain a "sanctuary" in Lotus House for healing, growth and empowerment. The women who call Lotus House their home are addressing and in recovery from many personal issues, such as domestic violence and violent crimes, substance abuse histories, medical and mental health issues (which may be very serious and not readily apparent to you), developmental or physical disabilities, financial crisis, immigration and residency issues, legal issues, and other special needs and challenges. In respect of the privacy and confidentiality of each guest of Lotus House, we are not free to disclose to you those issues a particular guest may be addressing. Each guest of Lotus House has an individual action plan and agreement which are the basis for her admission into the house and designed to enable her to address her particular needs and issues and truly break what is often a cycle of homelessness. We strive to create a non-stigmatizing, equitable and respectful environment. We do not "rescue" anyone, but instead seek to provide the support, tools and resources needed for these very special women to build a safe, secure and better way of life for themselves and their children, using principles of education and empowerment, building self esteem and creating opportunities for celebration of their successes. As a volunteer, you are acting for the benefit of and sanctioned by the Foundation and to that end, we ask that you adhere to certain rules of conduct for the operation of Lotus House that are consistent with our mission and principles. Please:

- Do not take photographs or videos of the guests, and post photographs of the guests on websites, social media, etc. without the guest's explicit permission and the permission from the Lotus House President and/or Legal Counsel.
- Do not loan money to any guest, even for a short period of time.



- Do not offer to any guest a gift (no matter how small or without value you consider it to be), special favors, or special treatment, as we cannot be perceived as preferring one guest over another. If you wish to bring food or other donations to Lotus House, they cannot be intended for or distributed to a particular guest and must serve the entire community; please deliver your donations to staff, who will strive to ensure such donations are distributed in a manner which bests meets our needs and is fair and equitable.
- Do not transport a guest(s) anywhere for any reason (including appointments).
- Do not “baby sit” or care for any child at Lotus House. Each mother is solely responsible for the care of her child and we provide resources for professional day care at licensed facilities.
- Do not give your contact information to any guest or meet or socialize with any guest outside the shelter. For your safety and the best interests of our guests and the community as a whole, you must maintain professional boundaries at all times with our guests, in the same way staff does. Actions and communications that cross professional boundaries create or foster unhealthy emotional co-dependency on the part of a guest towards you. We provide individual and group counseling at Lotus House so that each woman who is our guest can work through her emotional and psychological needs in a holistic, healthy and empowering way.
- Do not “do” tasks, chores or other things for a guest. It is better to gently explore what a guest thinks she might need to resolve an issue for herself and work with staff to provide the proper support, tools, education and resources to assist her in accomplishing her goals – so that whatever the goal and outcome, she (not you) has actually achieved it.
- Remember, you are not “helping” a guest of Lotus House to achieve greater self-sufficiency and build self-esteem if she “needs” you to succeed on any level, whether emotional or otherwise.
- Do have patience, listen with an open heart, and enjoy! We are all teachers and students at Lotus House and can learn so much from one another!

We are so grateful for your support and thank you for your volunteer service! OUR VOLUNTEER AGREEMENT

On behalf of The Sundari Foundation, Inc. (Foundation), thank you for agreeing to volunteer your services to the Foundation and welcome to our team! We look forward to working with you and are excited about the contribution you will undoubtedly make to those we serve. As you might be aware, the Foundation is subject to a wide range of legal and other commitments and obligations. Accordingly, our work together necessitates your agreement to the terms of your service as a volunteer, which are set forth below.

It is acknowledged that, as a volunteer, you may obtain information regarding the Foundation and/or its business and activities, including without limitation the Lotus House and/or guests now or formerly residing at the Lotus House (including applicants for admission to Lotus House), (collectively, Information). All Information must be treated as highly confidential. You agree to treat all Information in a strictly confidential manner and shall not copy, disclose, disseminate or publish such Information to any person or entity other than the staff of the Foundation, without the consent of the Foundation in its sole discretion, nor shall you use such Information in any manner except to further the interests of the Foundation, Lotus House and its guests. Without limitation, this means you shall not disseminate, disclose or publish any Information regarding one guest to another. You are not authorized to and will not issue any press releases, statements or other communications in a public forum or any form of mass media or communication (including without limitation print media, radio, television, wireless or internet) regarding the Foundation and its business and activities and/or including any Information, without the prior written consent of the Foundation.

As a volunteer, you are not authorized to bind the Foundation and agree not to hold yourself out as capable of binding the Foundation at any time. You are not and will not hold yourself out as an agent or employee of the Foundation at any time. You will be assigned a staff member to whom you will report and agree to follow instructions and guidelines of staff.

You can assist the Foundation in providing a safer environment at Lotus House by alerting staff immediately should you become aware of any information, circumstance or condition in which there is a potential for harm to the guests now or formerly residing at the Lotus House, the Lotus House and/or the Foundation and its business and activities, and we ask that you agree to do so. You will be assigned a Lotus House team member when you begin your volunteer service, but if that staff person is not immediately available when you need her, please alert another staff member. If there are other tools, resources or support that you feel may assist you in performing your volunteer services, please do not hesitate to advise your Lotus



House team member. If you have a concern, grievance or complaint that your Lotus House team member and the Lotus House Director do not resolve in a timely fashion, then we ask that you provide us with such Information in writing to the attention of the President of the Foundation, who will proceed in accordance with the Foundation's established grievance procedures to determine an appropriate resolution.

If, in the course of your volunteer services, you and/or the guests, staff and any other volunteers participate in any programming, workshops and/or activities of or sponsored by the Foundation and/or Lotus House which result in any "work product," (meaning without limitation product of any kind such as artwork, writings, imagery, photographs, recordings, videos, and other written or visual materials, images and results, whether or not created by and/or pertaining in some way to you and/or the guests of Lotus House), you waive any rights to such work product and acknowledge and agree that the Foundation reserves all rights in and to the work product, including without limitation all publication rights. You agree to treat such work product as Information in a confidential manner and you shall not use, copy, disclose, disseminate or publish such work product to any person or entity other than the staff of the Foundation, without the consent of the Foundation in its sole discretion. The Foundation may or may not, in its sole discretion, use, copy, disclose, disseminate and/or publish all or some portion of such work product in connection with its other and subsequent programming, workshops and activities, including without limitation its fundraising and community outreach activities (including in any form of mass media or other communication), and you consent to the foregoing, including without limitation all or any portion of the work product created by you, your image in photographs, and information about you. The proceeds of any use, copy, disclosure, dissemination or publication of the work product shall belong solely to the Foundation.

The agreement will survive any termination of your volunteer services and cannot be revoked, as this agreement is a condition to the Foundation's acceptance of you as a volunteer.

On behalf of the Foundation, we look forward to working with you and are very excited about the valuable contribution you are making to the mission of the Foundation to support, educate, empower and uplift women and children in need in our community. Please confirm your agreement to each and al of the terms hereof by signing below.

Agreed:
Volunteer

Signed: _____

Volunteer Contact Information:
(Note, your contact information will not be provided to guests of Lotus House)

Name: _____ Email: _____

Phone: _____

Address: _____

In Case of Emergency, Please Contact:

Name: _____ Email: _____

Phone: _____

Address: _____



**AGREEMENT TO COMPLY WITH
HIPAA POLICIES AND PROCEDURES
(Lotus House Women’s Shelter/Sundari Foundation, Inc.)**

The undersigned volunteer of the Lotus House Women’s Shelter, operated by Sundari Foundation, Inc., (collectively, “Covered Entity”), agrees to treat as strictly confidential all information (of whatever kind or nature) regarding the women and children, past, present and future, served at the Lotus House Women’s Shelter (Information), including without limitation all information pertaining to the physical or mental health of such women and children, whether or not such information is “Protected Health Information” (PHI) or “Electronic Protected Health Information” (EPHI) within the meanings of the Health Insurance Portability and Accountability Act (HIPAA), but specifically including all such PHI and EPHI. The undersigned agrees it shall not receive, use, dispose of, release or disclose by any means whatsoever any Information, except as expressly authorized by: (1) the privacy and security rules, standards, procedures and specifications of HIPAA; and (2) policies and procedures of the Covered Entity or as otherwise consented to in writing by the President, as the Privacy Officer, of Covered Entity. The undersigned agrees to take all other actions as may be necessary or appropriate, to ensure the confidentiality, integrity and availability of all Information and to comply with the privacy and security rules, standards, procedures and specifications of HIPAA.

The undersigned acknowledges that s/he/it is familiar with and understands the requirements of HIPAA as are applicable to safeguarding the confidentiality, integrity and availability of Information.

The undersigned acknowledges that failure to comply with this agreement and the requirements of HIPAA in any respect may be cause for reprimand and sanctions up to and including termination, as determined by the President of the Covered Entity, and a right of recovery for all direct, special and consequential damages of Covered Entity and/or affected persons. Violation of HIPAA may also subject the undersigned to fines and/or imprisonment, in addition to any other rights and remedies allowed at law and in equity.

Acknowledged and Agreed:

Name: _____

Date: _____



PROTECTING FOUNDATION INFORMATION AND CONFIDENTIALITY

Due to the nature of an volunteer's association with the Foundation, an volunteer may have access to and have acquired confidential and proprietary information relating to the business and operations of the Foundation, including information with respect to the Foundation's strategic plan, information with respect to the Foundation's operations, information with respect to the Foundation's volunteers, and information with respect to the Foundation's past, present and prospective activities, leases, agreements, members, program participants, customers, business relationships and business opportunities. As well, all documents, reports, correspondence, memoranda, manuals, customer/vendor lists, past, present and future marketing plans as well as visual aids, and other physical material of a business nature remain solely the property of the Foundation. An volunteer is not permitted to remove or copy any such material at any time without the specific authorization of the Director, Executive Director or President for the specified business purpose.

Protecting our Foundation's information is the responsibility of every volunteer and we all share a common interest in making sure it is not improperly or accidentally disclosed. Do not discuss the Foundation's confidential business with anyone who does not work for us. Each volunteer shares the responsibility of preserving the confidentiality of information and documentation made available to you by virtue of your employment with the Foundation.

We also expect you to exercise caution when using materials containing confidential, proprietary, or sensitive information and when discussing Foundation business matters, both within the workplace and especially when in public spaces. Accordingly, in consideration of volunteer's continued employment with the Foundation, an volunteer may not disclose any of the above-referenced information without the express consent of the President, Executive Director or Director.

Any observed or perceived infractions of this policy should be reported to upper management (i.e., President, Executive Director or Director). Any violation or breach of such confidentiality may result in a verbal or written reprimand, up to and including termination.

This Confidentiality provision does not alter an volunteer's at-will employment status with the Foundation.

Acknowledged and Agreed:

Signature: _____

Printed Name: _____

Date: _____

WAIVER AND RELEASE FORM

RELEASE OF LIABILITY

In return for being allowed to participate in Sundari Foundation volunteer activities and all related activities, including any activities incidental to such participation (“Volunteer Activities”), the undersigned **Volunteer or Parent/Legal Guardian** of Volunteer, if Volunteer is under age 18, (hereafter referred to using “I”, “me”, or “my”) releases and agrees not to sue the Sundari Foundation or its officers, directors, employees, sub-contractors, sponsors, agents and affiliates (“the Foundation”) from all present and future claims that may be made by me, my family, estate, heirs, or assigns for property damage, personal injury, or wrongful death arising as a result of my participation in the Volunteer Activities wherever, whenever, or however the same may occur.

I understand and agree that the Foundation is not responsible for any injury or property damage arising out of the Volunteer Activities, even if caused by their ordinary negligence or otherwise.

I also agree to indemnify and hold harmless the Foundation for all claims arising out of my participation in the Volunteer Activities.

I understand that this document is intended to be as broad and inclusive as permitted by the laws of the state of Florida and agree that if any portion of this Agreement is invalid, the remainder will continue in full legal force and effect.

I also understand that this document is a contract which grants certain rights to and eliminates the liability of the Foundation.

(Signature of Volunteer)

Date

I am of legal age and am freely signing this agreement. I have read this form and understand that by signing this form, I am giving up legal rights and remedies.

(Signature of Parent/Legal Guardian if Volunteer is Under 18)

Date

I am the parent or legal guardian of the Volunteer. I am of legal age and am freely signing this agreement. I have read this form and understand that by signing this form, I am giving up legal rights and remedies.