



Ruben Castro Charities
Volunteer Information Guide

Dear Ruben Castro Charities Volunteer,

Welcome! We are thrilled that you have chosen to volunteer with Ruben Castro Charities. Volunteers are a vital part of achieving our goals of making Ventura County a more connected, literate and hunger free community. We hope that you find your volunteer duties to be fulfilling and that your volunteer experience with us is both rewarding and positive. The following information guide includes details about our organization and the roles and responsibilities of our volunteers. Once again welcome and thank you!

Sincerely,

A handwritten signature in black ink, appearing to read "Antonio Castro". The signature is fluid and cursive, with the first name "Antonio" and the last name "Castro" clearly distinguishable.

Antonio Castro

President and Chief Executive Officer

Ruben Castro Charities

1. Our Mission

To inspire hope and renewal by honoring relationships, education and compassionate community engagement.

2. Our Vision

a. Inspiring Hope

Hope gives us the strength and desire to get through difficult times. We want to inspire hope by providing for an individual's physical and emotional well-being.

b. Inspiring Renewal

Renewal is a belief in reinvestment. We promote continual growth and reexamination of our outreach, partnerships, services and processes to better serve individuals within our communities.

c. Honoring Relationships

Developing and maintaining relationships is essential to meaningful and productive community service. We honor our past while seeking future connections in service of individuals and organizations within our communities.

d. Honoring Education

We believe that education creates opportunities. We start by educating individuals about community resources, and educating the community about individual needs. We provide educational services, connections, and partnerships to promote literacy and eliminate generational poverty.

e. Honoring Compassionate Community Engagement

We serve with compassion and empathy. We address every individual with kindness and mutual respect. We honor diverse backgrounds by creating solutions specific to context and community.

3. Our Volunteers

a. Values for Volunteer Involvement

- i.** Respect your volunteer commitment.
- ii.** Be punctual.
- iii.** Be kind and courteous.
- iv.** Be a positive influence.
- v.** Remember that the individuals we are serving are going through a very difficult time in their life. It is a humbling experience asking for help from anyone. Our job is to try and make his or her life a little easier by providing outstanding service.

b. Our Commitment to Our Volunteers

We promise to be attentive to volunteer requests and needs. We want our volunteers to have what they need to serve our community. Any comments and/or concerns will be addressed by the on-site Ruben Castro Charities (RCC) volunteer supervisor, RCC Volunteer Coordinator or RCC Board Member in a timely manner.

4. Communications

Please direct all questions from the media about RCC or any of its events to any RCC Board Member.

5. Emergency Information/Procedures

In the event of any emergency, please notify the on-site RCC volunteer supervisor, RCC Volunteer Coordinator or a RCC Board Member. If you cannot find an on-site RCC volunteer supervisor, RCC Volunteer Coordinator or a RCC Board Member, please dial 911.

6. Hours of Operation

Our hours of operation will vary and are dependent on volunteer opportunities.

7. Confidentiality

RCC has an obligation to its clients, volunteers and donors to maintain confidentiality and to respect privacy. Every volunteer must use good judgment. If you are aware of a client issue that requires immediate attention, especially if it involves volunteers, please express your concern to the on-site RCC volunteer supervisor, RCC Volunteer Coordinator or a RCC Board Member.

8. Harassment and Discrimination

RCC is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. RCC prohibits any actions, words, jokes, or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, physical condition, or other legally protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action.

RCC prohibits any harassment between volunteers, employees, or other non-employee on the basis of sex. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones and conduct, either verbal or physical. Misconduct applies to males and females, and includes harassment between individuals of both sexes and the same sex.

Any volunteer who believes he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that his or her behavior is unwelcome. In addition, volunteers who believe they have been harassed must immediately report the matter to the on-site RCC volunteer supervisor, RCC Volunteer Coordinator or a RCC Board Member. A grievance is then filed.

9. Grievance Policy

Under this policy, a grievance is defined as any event, condition, rule, or practice in which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness while volunteering. A grievance may also deal with an attitude, or an opinion or statement held by a staff member or fellow volunteer.

Volunteer grievances are of great concern to RCC, regardless of whether the problem is large or small. To provide prompt and efficient evaluation of, and response to grievances, RCC has established a procedure for all volunteers. It is RCC's policy to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting a grievance. All grievances are handled confidentially.

a. The grievance procedure is:

- i.** Notify a RCC on-site volunteer supervisor, Volunteer Coordinator or a RCC Board Member.
- ii.** Attempt to discuss your grievance with your on-site RCC volunteer supervisor, RCC Volunteer Coordinator or RCC Board Member to work out the problem.
- iii.** If you are unsatisfied with the resolution, submit your complaint in writing to the RCC Volunteer Coordinator or a RCC Board Member.
- iv.** A response will be given within 5 business days.
- v.** If you are not satisfied with the resolution of your written complaint, you may appeal by submitting your written complaint to the RCC Board of Directors.
- vi.** A response from the RCC Board of Directors will be given in 30 business days of your appeal. In this 30 business day period, the RCC Board of Directors will act on your grievance by assigning an impartial party to perform an investigation. Upon the findings of the investigation the RCC Board of Directors will render a decision. The RCC Board of Directors' decision is final.

10. Volunteer Waiver

All volunteers must complete the volunteer waiver attached to the end of this volunteer information guide to participate in RCC activities.

11. Photograph and Video Release Waiver Authorization

All volunteers have the option to sign the volunteer media waiver attached to the end of this volunteer information guide.

12. Volunteer Interest and Acknowledgement Sheet

All volunteers must complete the Volunteer Interest and Acknowledgement Sheet attached to the end of this volunteer information guide to be properly placed in the area of their interest. This sheet is required to be filled out annually by each volunteer.

VOLUNTEER WAIVER

VOLUNTEER WAIVER, RELEASE AND INDEMNITY AGREEMENT

For and in consideration of the opportunity to participate in the philanthropic volunteer programs offered by Ruben Castro Charities (RCC), the undersigned hereby voluntarily releases, discharges, waives and relinquishes any and all actions or causes of action for the personal injury, property damage or wrongful death occurring to it arising as a result of the activities or services which the undersigned may engage in through the volunteer opportunities offered by RCC, or any activities incidental thereto, wherever or however the same may occur and for whatever period said activities or services may continue, and the undersigned does for himself or herself, his or her heirs, agents, executors, administrators and assigns hereby release, waive, discharge and relinquish any action or causes of action, aforesaid, which may hereafter arise for it, and agrees that under no circumstances will the undersigned or her or his heirs, agents, executors, administrators present any claim for personal injury, property damage or wrongful death against RCC or any of their parents, subsidiaries, officers, agents, servants, or employees, or any of said persons, or otherwise. IT IS THE INTENTION OF THE UNDERSIGNED BY THIS INSTRUMENT TO EXEMPT AND RELIEVE RCC FROM LIABILITY FOR PERSONAL INJURY, PROPERTY DAMAGE OR WRONGFUL DEATH.

The undersigned, for herself or himself, her or his heirs, agents, executors, administrators agrees that in the event that any claim for personal injury, property damage or wrongful death shall be prosecuted against RCC, the undersigned shall indemnify and save harmless the same from any and all claims or causes of action by whomever or wherever made or presented for personal injuries, property damage or wrongful death.

The undersigned agrees to indemnify RCC and its employees if personal injury, property damage or wrongful death occurs as a result of an employee providing transportation for the undersigned volunteer.

The undersigned agrees to allow RCC, and sponsors of its events to use his or her name, voice, photo, and likeness for promotional purposes without any cash considerations or payments.

The undersigned acknowledges that she or he has read the foregoing and is fully aware of the legal consequences of signing this instrument.

Please complete this form and bring it to the project/volunteer site or send it to Ruben Castro Charities, 409 McFadden Ave., Moorpark, CA 93021. You may also return this form via fax to (805) 248-7113.

VOLUNTEER WAIVER SIGNATURE SHEET

Volunteer Printed Name Phone

Volunteer Mailing Address City State Zip Code

Volunteer Email Address

Volunteer Signature Date

FOR PARENTS/GUARDIANS OF VOLUNTEERS UNDER THE AGE OF 18

This is to certify that I, as parent/guardian with legal responsibility for this participant, do consent and agree to his/her Waiver and Release of the Releases as provided above, and, for myself and my heirs, assigns, personal and legal representatives, and next of kin, hereby release and agree to indemnify and hold harmless the Releases from any and all claims and liabilities incident to my minor child's/ward's involvement or participation in this event as provided above, EVEN IF ARISING FROM THE NEGLIGENCE OF THE RELEASES, to the extent permitted by law.

Volunteer Name Phone

Parent/Guardian Name Relationship Phone

Parent/Guardian Mailing Address City State Zip Code

Parent/Guardian Email Address

Parent/Guardian Signature Date

Photograph and Video Release Waiver Authorization

I hereby grant permission to the rights of my image, likeness and sound of my voice as recorded on audio or videotape without payment or any other consideration to Ruben Castro Charities. I understand that my image may be edited, copied, exhibited, published or distributed and waive the right to inspect or approve the finished product wherein my likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of my image or recording. This material may be used in a diverse educational and charitable setting within an unrestricted geographic area.

By signing this release I understand this permission signifies that photographic or video recordings of me may be electronically displayed via the Internet or in the public educational and charitable setting. There is no time limit on the validity of this release nor is there any geographic limitation on where these materials may be distributed. Furthermore, Ruben Castro Charities will not sell or redistribute my image, likeness and sound of my voice as recorded on audio or videotape to any person or organization.

By signing this form I acknowledge that I have completely read and fully understand the above release and agree to be bound thereby. I hereby release any and all claims against Ruben Castro Charities and its representatives utilizing this material for educational and charitable purposes.

Volunteer Name

Volunteer Signature

Date

Parent/Guardian Name (if volunteer is under 18)

Parent/Guardian Signature (if volunteer is under 18)

Date

VOLUNTEER INTEREST AND ACKNOWLEDGEMENT SHEET

I am in receipt of the Ruben Castro Charities Volunteer Information Guide and understand I should consult with a RCC volunteer supervisor or the employee if I have any questions about the policies or procedures contained therein.

I understand that from time to time there may be revisions to the Volunteer Information Guide. Such revisions will require the prior approval of the Board of Directors and will be communicated to volunteers.

I have entered into my volunteer relationship with RCC voluntarily and acknowledge there is no specified length of volunteering. Accordingly, either RCC or I can terminate the relationship at will, with or without cause, at any time.

Furthermore, I acknowledge that this manual is neither a contract of employment or volunteering, nor a legal document. Although some or all of the policies and procedures may have been explained to me verbally, I understand that it is my responsibility to fully read and comply with the policies contained in this handbook and any revisions made to it.

Volunteer Name

Volunteer Signature

Date

Please specify your particular areas of volunteer interest and we will do our best to place you where you want to help. Thank you!