

Client/Volunteer Policies: As a reminder, SHH recommends having a policy for volunteers/staff that qualify as clients and want to receive donated items from the partner agency. The policies below are samples from agencies that have either decided to: 1) allow clients to volunteer, or 2) not allow clients to volunteer. Feel free to adopt whichever works for your program.

1. Volunteers Accessing Product

Volunteers assisting with product distribution, who meet agency client eligibility criteria, may receive donated product. Implementation of this practice requires the following:

- A) The distribution of products is handled in exactly the same manner for all other eligible individuals—please remove your volunteer badge and ask to be assisted.
- B) Individuals receiving donated product through this distribution mechanism cannot be required to provide volunteer assistance in exchange for donated product.
- C) Individuals cannot be given donated product as a “thank you” for their service.
- D) Volunteers are not allowed to “cherry pick” product.
- E) Volunteers are obligated to maintain all personal client information confidential.
- F) Strict adherence to these written procedures is necessary

2. Clients Serving As Volunteers

Clients who have received program services may not volunteer at least six months from the last date in which they received assistance. This policy is in place to ensure there is no conflict of interest and to protect confidentiality for both the volunteers and the clients who use these services.

Additionally, relatives of clients may serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

An active volunteer must immediately report the use of services while currently volunteering to their supervisor. While receiving assistance, the volunteer will be placed on a “temporary leave” from volunteer service and will last for six months after the last date in which they received assistance. Failure to report the use of services or assistance that has been received within a timely fashion is grounds for ending the volunteer’s service.