



***Growing Home
Volunteer Guidebook***

February 2019

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Dear Growing Home Volunteer,

Welcome to the Growing Home *familia*! To carry out our mission of guiding children and their families on a path to a brighter future, Growing Home relies on the help of many dedicated volunteers that work alongside our staff. You are joining a cadre of passionate individuals all working to help families find stability and work towards achieving their dreams. This guidebook is your reference guide for information about Growing Home, our work, procedures, and practices. Please carefully review this guidebook and keep it handy for future reference, should you need it.

We envision our community working together so that all children and their families have a place to call home, food on the table, and the opportunity to pursue their dreams. To this end, we embody the following core values: **Respect, Effectiveness, Learning, Collaborative Leadership, Professionalism, and Inclusiveness**. Our Grow Code serves as a guide in how we embody these core values. We ask that all volunteers adhere to the Grow Code while representing Growing Home inside and outside the office.

Grow Code:

- We **Respect** and care for those we serve and for one another. We welcome diverse perspectives and backgrounds.
- We focus on **Effectiveness**. We expect results, evaluate what we do, and rely on the resulting data and outcomes for decision making. We do what work and we do it well.
- We create space for **Learning**. We always strive for our best and expect the best from those with whom we work. Along the way, we honor mistakes and imperfection as opportunities for growth.
- We encourage shared responsibility through **Collaborative Leadership**. We nurture community ownership of our mission and we work to foster confidence in everyone we touch. We want to share the tools for success.
- We operate with **Professionalism**. We demonstrate excellence, accountability, resourcefulness, customer service and competence.
- We cultivate **Inclusiveness** in all we do. We take the time to listen, and to welcome and value the richness of diverse community. We commit to working through the tensions that arise in the midst of genuine community.

The work you do on behalf of Growing Home and our community is important, we are thrilled you have chosen to volunteer here. Our community, including you, is what makes Growing Home the organization that it is.

Thank for your time and commitment! I hope that your experience with us will be fulfilling!

Sincerely,
Karen Fox Elwell
President & CEO

ABOUT GROWING HOME

Growing Home has provided services to strengthen families, nurture children, and connect community since its inception in 1998. The organization began when its founder, Kathleen Drozda, met a homeless woman living in her car, parked at the hospital where she worked. This chance meeting awakened Drozda to the problem of suburban homelessness and was the spark that led her to start the Adams County Interfaith Hospitality Network, which later became Growing Home.

Over the years Growing Home evolved from a temporary housing program to offer wrap-around services and dual-generation programming so all family members might thrive. This growth was conscious and intentional, as Growing Home's leadership recognized that homelessness has many contributing factors, and that successfully addressing this problem requires an array of interventions to best serve our families.

Today, Growing Home serves families with intensive supports to overcome immediate and long-term obstacles impeding stability and self-sufficiency. Growing Home's wrap-around approach provides intensive supports to strengthen families during times of crisis by offering food, shelter, and homeless prevention assistance. Early childhood interventions nurture children from birth through age eight with evidence-based programs that help prepare young kids for kindergarten and keep older kids on the path to success. Growing Home creates community by supporting neighborhood leaders as they leverage their collective power to improve conditions for themselves and their neighbors. Growing Home combines high quality direct service strategies with efforts to advance systems change to build equity of opportunity for all.

Mission Statement

Growing Home's mission is to guide children and their families on the path to a brighter future.

Vision

We envision our community working together so that all children and their families have a place to call home, food on the table, and the opportunity to pursue their dreams.

GROWING HOME PROGRAMS

Growing Home transforms lives by *Strengthening Families*, *Nurturing Children*, and *Connecting Community*. This comprehensive approach allows Growing Home to address the needs of the whole person, whole family, and whole community, to reach fuller and longer-lasting outcomes.

Strengthening Families

Food Pantry: Serving more than 300 families monthly with a 3-day supply of healthy, kid-friendly foods, including fresh produce, with a unique participant-choice model that lets families select items they prefer. Diapers and hygiene items are also offered when available.

Canopy: Supported by volunteers and community partners, Growing Home provides children and families with up to three months of temporary housing and weekly life skills classes.

Homeless Prevention: Growing Home works to prevent family homelessness by stabilizing at-risk families with emergency rent, mortgage, and utility assistance.

Affordable and Transformational Housing: Growing Home operates 19 affordable/transformational housing units. Transformational housing residents participate for up to two years, receiving reduced rent and increased support while acquiring additional schooling.

Collaborative Coaching: Growing Home offers an evidence-based case management approach designed to help families move from crisis to self-sufficiency. By partnering with participants, Family Success Coaches help the families acquire the resources, skills, and sustained behavior changes needed to achieve and preserve economic independence.

Medical Clinic: Through a partnership with Red Rocks Community College’s Physician Assistant Program and Centura Health, uninsured Growing Home families can receive free general health visits twice monthly at Growing Home.

Nurturing Children

Parents As Teachers (PAT): This home-visitation program works with parents during the critical first five years of their children’s lives. Families learn to support their child’s social, emotional, physical, and intellectual start.

Seedlings: A ten-class curriculum series grounded in developmental science, psychological science and neuroscience geared for expecting parents and parents of young children, in which parents receive real scientific information in accessible language and in manageable amounts.

Connecting Community

Community Organizing: Growing Home engages community members, identifies and builds neighborhood leaders, and supports residents as they empower each other to leverage their collective power to address priority issues identified by the community.

Partnerships: Growing Home collaborates with partners to connect community members with needed services, provide educational opportunities, and build their social capital.

2017 EVALUATION RESULTS

In 2017, Growing Home served 6,321 families comprised of 13,939 individuals through our holistic services that strengthen families, nurture children, and create community.

Strengthening Families

Food Pantry

- Hosted 3,533 visits by 1,142 unduplicated families (5,049 unduplicated individuals)
- Provided food to prepare 155,529 meals and distributed 17,484 diapers to 1,457 families

Canopy Temporary Housing Program

- 18 families (27 adults, 45 children) received up to 3 months of temporary housing & case management
- 13 families (72%) moved into stable housing after exiting the Canopy program

Homelessness Prevention

- 47 families (188 individuals) avoided homelessness & maintained their current housing

Collaborative Coaching

- 26 families (78 individuals) participated in Collaborative Coaching
- 13 families made strides toward self-sufficiency by achieving measurable progress toward a goal or completing a goal entirely
- 42 individuals participated in financial literacy training

Medical Clinic

- 53 uninsured individuals received medical care through Growing Home's clinic

Nurturing Children

Parents as Teachers (PAT)

- Trained 434 adult caregivers in 364 families on the development of their children
- 93% of parents exhibited average or above average developmentally appropriate behavior with their children, and children demonstrated statistically significant increases in overall school readiness and mastery of colors, numbers, and shapes

Seedlings Classes for New Parents

- 14 new and expectant parents participated in Seedlings classes
- 93% of participants report that stress-reducing activities they learned in class were easy to do at home with their children, and 62% said that participating in Seedlings increased their knowledge about how to welcome a child "somewhat" or "a lot"

Creating Community

Community Organizing

- 75 community members engaged in leadership development and/or community actions
- Neighborhood leaders organized themselves into a formal group with defined leadership roles and established separate committees to address the top concerns of the community (food justice, housing justice, & education)

Partnerships

- 3,387 families received resource referrals to partner organizations

VOLUNTEER OPPORTUNITIES

AMBASSADOR

This position is for people who have a passion for Growing Home's mission and would like to get other people involved. All we need is for you to invite friends, family, and/or colleagues to upcoming Growing Home tours. If you have a large network of friends, co-workers, or belong to a church or book club/group, then this would be a great position for you.

FOOD PANTRY FRIEND

(Mon-Sat, 9:00am-12:15pm):

If you like to work with people, come offer a helping hand. Assist in Growing Home's food bank from 9:00am-12:15pm. Help families choose food for their family, find and update client files, as well as help families find resources for housing, education, etc. We are currently in need of more volunteers for weekend shifts.

FOOD PANTRY STOCKER

(Tues-Fri, anytime between 1:00pm-5:00pm)

If you like organizing and having a place for everything then this is the position for you. Volunteers are needed in the afternoons to help organize, label, sort, and restock Growing Home's food pantry. Duties include sorting donations and helping us prepare for the next day.

FOOD PICKUP DRIVERS

(Mon-Fri, anytime between 8:30am-1:00pm)

Help collect shipments for the Feeding Families Food Pantry! Drive Growing Home's cargo van or use your personal vehicle to pick up much needed food items from our various food partners. The food that is collected will go directly into the food pantry for families.

OTHER OPPORTUNITIES

We have many opportunities for group projects. We are always looking for new community partnerships and individuals, companies, or groups to help conduct food or clothing drives. If you have a special project or idea in mind, we would love to talk with you.

SEASONAL PROJECTS

We have several, one time, opportunities throughout the year that range from handing out backpacks, to passing out Thanksgiving baskets to families, to providing assistance to families as they choose toys during our toy giveaway. If you're interested, please contact me about this and we can discuss details.

For more information please contact Iris Abraham at 720 407-1987 or at iris@growinghome.org

VOLUNTEER RIGHTS & RESPONSIBILITIES

Volunteers have the *RIGHT* to:

1. Be treated as a colleague and an equal.
2. A suitable assignment (that considers preferences, temperament, and background).
3. Know as much about the organization as possible.
4. Receive training for the job and continuing education within the program.
5. Experienced, well-informed, patient, and thoughtful supervision.
6. Added responsibility over time.
7. A variety of experiences.
8. Have a voice (make suggestions, express honest opinions, have a role in planning).
9. Workspace that is safe and equipped for the job.
10. Recognition (daily expression of appreciation, meaningful rewards).
11. Have fun and enjoy their work!

Volunteers have the *RESPONSIBILITY* to:

1. Treat volunteering as a serious commitment.
2. Attend volunteer orientation and any additional training required for the position.
3. Observe the policies and procedures of the agency and program with which you are volunteering.
4. Maintain confidentiality on all participant issues.
5. Demonstrate genuine respect and caring for those with whom you work and for whom you work.
6. Be on time for work.
7. Complete necessary paperwork, timesheets, sign-in, etc.
8. Offer feedback and suggestions to staff or the Volunteer Manager.
9. Give at least two days' notice (if possible) if you are not able to come for an agreed upon time.
10. Try to give at least two weeks' notice if resigning or taking vacation.
11. Have fun!

VOLUNTEER GUIDELINES

GENERAL GUIDELINES

Applications:

Growing Home accepts volunteer applications from men and women aged 14 years and older. Volunteers under the age of 14 must be accompanied by an adult. Each volunteer attends an orientation as part of the application process.

Background Checks:

For the safety of our guests and volunteers, Growing Home conducts background checks on all volunteers. Please contact the Volunteer Manager for more information.

Commitment:

In order to provide the best services to our program participants, we ask volunteers to commit to the time period to which they have agreed. If you find that you cannot make your scheduled time, please contact the Volunteer Manager.

It is important to us that every volunteer has a meaningful experience that matches your skills and interests with the right need. Please speak with the Volunteer Manager if your placement is not what you expected, if you have any questions, or if you would like to try something else.

Communication:

Growing Home encourages open communication. Volunteers' ideas and suggestions are always invited. We have made many positive changes due to suggestions from volunteers and hope that new, innovative solutions will come from your feedback.

Association with Program Participants:

Volunteers must limit their relationship with program participants to activities related to the specific program. Please do not give participants a ride in your car or your personal phone number or address. All contact with program participants should remain at a professional level.

For the protection of our volunteers and program participants, please limit contact with families to public and/or open-door settings. Volunteers should never find themselves alone with a participant or guest, especially a child.

Gifts & Gratuities:

Volunteers are not allowed to accept money or gifts from program participants. If you wish to give gifts to participants, please talk with a staff member.

Incidents:

Any incident which involves a program participant, visitor, guest, volunteer or employee that is not consistent with normal company work or activities must be reported to the staff of Growing Home. Start by contacting the Volunteer Manager, if possible. If violence or abuse is suspected, the proper authorities will be contacted.

Smoking:

All Growing Home facilities are smoke-free. Smoking is permitted only outside the buildings. Ask staff members or host site representatives where smoking is permissible. We want to encourage program participants, especially the children, to live a smoke-free lifestyle, so if you do smoke, please don't do it in front of them.

Expense Reimbursements & Tax Deductions:

Reimbursements for mileage and other expenses incurred on behalf of Growing Home may be available for some volunteers. Please contact the Volunteer Manager for more information. Cash contributions are tax deductible.

UNLAWFUL HARASSMENT

Growing Home strives to maintain an environment free of unlawful harassment. In doing so, Growing Home prohibits unlawful harassment because of age (40 and over), race, sex, color, religion, national origin, disability, military status, genetic information, sexual orientation, gender identity, or any other status protected by applicable state or local law.

Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's work or creating an intimidating, hostile, or offensive work environment. Actions based on an individual's age (40 and over), race, sex, color, religion, national origin, disability, military status, genetic information, sexual orientation, gender identity, or any other applicable status protected by state or local law will not be tolerated.

Prohibited behavior may include but is not limited to the following:

- Written form such as cartoons, e-mails, posters, drawings, or photographs.
- Verbal conduct such as epithets, derogatory comments, slurs, or jokes.
- Physical conduct such as assault or blocking an individual's movements.

This policy applies to managers, supervisors, co-workers, and non-employees such as volunteers, program participants, vendors, consultants, etc.

SEXUAL HARASSMENT

Because sexual harassment raises issues that are to some extent unique in comparison to other types of harassment, Growing Home believes it warrants separate emphasis.

Growing Home strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment or volunteer status.
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment or volunteer status.

- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

All volunteers are expected to conduct themselves in a professional manner at all times. Conduct which may violate this policy includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mails.
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated requests for dates.
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

COMPLAINT PROCEDURE

If you believe there has been a violation of the harassment guidelines or harassment based on a protected class, including sexual harassment, please use the following complaint procedure. Growing Home expects volunteers to make a timely complaint to enable the organization to investigate and correct any behavior that may be in violation of this policy.

Report the incident to Human Resources or to the Volunteer Manager, who will investigate the matter and take corrective action. Your complaint will be kept as confidential as practicable. If you prefer not to go to these individuals with your complaint, you should report the incident to Growing Home's President/Chief Executive Officer or Chief Financial & Operations Officer.

Growing Home prohibits retaliation against anyone for filing a complaint under this policy or for assisting in a complaint investigation. If you perceive retaliation for making a complaint or your participation in the investigation, please follow the complaint procedure outlined above. The situation will be investigated.

If Growing Home determines that an individual's behavior is in violation of this policy, disciplinary action will be taken, up to and including termination of employment or volunteer status.

INCLEMENT WEATHER AND EMERGENCY SITUATIONS

Growing Home recognizes that inclement weather and other emergencies can affect our ability to open (or stay open) for business and volunteers' ability to get to work. The safety of our staff and volunteers is paramount in any emergency.

No policy can cover every potential emergency situation, so this policy covers the most common. Fortunately, emergencies and inclement weather days are infrequent, but these are the guidelines for when they occur.

Company Closure

At the discretion of the organization's leadership team, when an emergency such as these examples occurs, Growing Home may close:

- over a foot of snow falls,
- electricity is out,
- heat in the winter is not available,
- flooding affects transportation,
- local school districts close, or
- the governor declares a weather emergency and asks people to stay off the roads.

We will keep Growing Home closed for the briefest period of time possible.

Notification

In an emergency, Growing Home will make every effort to notify volunteers of the closure by phone, text, and email. Closure may also be listed with local television stations.

When the organization is unable to notify volunteers of the closure, volunteers are asked to use common sense and make their best assessment of the safety and practicality of the situation. In a regional power outage, for example, volunteers will know that Growing Home is likely to have no power. If more than 12 inches of snow falls, volunteers should come to Growing Home, or attend to off-site responsibilities, only if they can do so safely.

USE OF GROWING HOME VEHICLES

Growing Home vehicles are to be used for Growing Home business only. Unless the use of a vehicle has been approved for personal use, personal or outside business use is strictly prohibited.

State law requires all motorists to be licensed and to carry auto insurance. It is against the law to drive without insurance. Volunteers driving Growing Home vehicles must provide current proof of insurance and a copy of their driver's license. A new proof of insurance is required every time your policy expires and renews.

Drivers are to report all infractions or violations while driving a Growing Home-owned vehicle, and all restrictions, suspensions, or revocations against their driver's license to the Volunteer Manager or Human Resources immediately.

When a Growing Home vehicle cannot be operated, is unsafe for use, or has been damaged, notify the Operations Coordinator or the Volunteer Manager immediately.

The driver of a Growing Home vehicle is responsible for the vehicle while in his or her charge and must not permit unauthorized persons to drive it.

The driver is responsible for the daily housekeeping of the vehicle; it is to remain clean and uncluttered.

Mileage while operating a company-owned vehicle must be logged with the Operations Coordinator.

No person shall operate a motor vehicle while under the influence of alcohol or a chemical substance or other substance that can impair judgment.

If there are persistent and ongoing problems with driving infractions, and driving a vehicle is a part of successful execution of volunteer responsibilities, termination of volunteer status is possible.

USE OF PERSONAL VEHICLES

Volunteers who operate their own motor vehicle as part of their volunteer duties must maintain a valid driver's license and acceptable driving record. Growing Home may run a motor vehicle department check to determine a volunteer's driving record. It is your responsibility to provide a copy of your current driver's license to Growing Home.

State law requires all motorists to carry auto insurance. It is against the law to drive without insurance. Volunteers using their own vehicle as a part of their activities must provide Growing Home with a current proof of insurance statement. A new proof of insurance is required every time your policy expires and renews.

Any changes in your driving record, including, but not limited to, driving infractions or changes to your insurance policy, must be reported to Growing Home.

Please do not transport program participants in your own vehicle. Contact the Volunteer Manager or another Growing Home staff member if a participant needs transportation.

Growing Home is not liable or responsible for accidents or driving infractions, or resulting legal fees or fines, incurred by volunteers while operating their own motor vehicle as part of their volunteer activities.

NON-SOLICITATION GUIDELINE

To avoid disruption of business operations or disturbance of employees, volunteers, visitors, and others, Growing Home has implemented a Non-solicitation Guideline. For purposes of the Non-solicitation Guideline, "solicitation" includes selling items or services, requesting contributions, and soliciting or seeking to obtain membership in or support for any organization not directly related to Growing Home programs or activities. Solicitation performed through verbal, written, or electronic means is covered by these guidelines.

Volunteers are prohibited from soliciting others during their assigned working time. For this purpose, working time means time during which either the soliciting persons or the persons who are the object of the solicitation are expected to be actively engaged with Growing Home work or volunteer activities.

Fundraising efforts on the behalf of students or schools (like Girl Scout cookies) are allowed as long as they do not create a disruption to normal business.

PERSONAL APPEARANCE / DRESS CODE

Your personal appearance reflects on the reputation and integrity of Growing Home. All volunteers are expected to be neatly groomed and appropriately dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, i.e. clean clothing, good grooming, and personal cleanliness.

If you come to Growing Home inappropriately dressed, in the opinion of company management, you will be asked to go home and return dressed appropriately. If you have any questions regarding the dress code or dress code accommodations, please contact the Volunteer Manager or Human Resources.

When working in Growing Home's Food Pantry, please remember to wear sturdy, closed-toe shoes.

DRUGS AND ALCOHOL

It is the goal of Growing Home to foster an environment free from the behavior altering effects of drugs and alcoholic beverages. Use of alcohol and drugs alter volunteers' judgment resulting in increased safety risks, workplace injuries, and faulty decision-making. Therefore, participating in volunteer activities after the apparent use of alcohol or a controlled substance, or abuse of any other substances is prohibited. This includes working after the apparent use of marijuana, regardless of marijuana's legal status. Furthermore, the possession, purchase, consumption (use), or sale of a controlled substance or alcohol on Growing Home premises or while conducting Growing Home business is prohibited.

Alcoholic beverages served in conjunction with an authorized Growing Home event are an exception to this prohibition.

CONFIDENTIAL INFORMATION

Occasionally, volunteers of Growing Home will have access to confidential information concerning the organization and our program participants. Confidential information includes, but is not limited to, financial information, information concerning grants to Growing Home, information concerning individuals and families visiting the food pantry and those involved with various Growing Home programs (including Parents as Teachers, Canopy, Seedlings, etc.), and similar subjects.

Any copying, reproducing, or distributing of confidential information in any manner must be authorized by Growing Home's CEO, or his/her designee. Confidential information remains the property of the organization and must be returned to Growing Home upon demand.

HOLIDAYS

Growing Home currently observes the following holidays each year (Growing Home offices will be closed on these days):

- New Year's Day
- Martin Luther King Jr Day
- Presidents' Day

- Memorial Day
- Independence Day (Fourth of July)
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

The Food Pantry is closed New Year's Day, Independence Day, Thanksgiving Day, the Friday after Thanksgiving, and Christmas Day, but open on other holidays. When a Company holiday falls on a Saturday, it will be observed the preceding Friday. Holidays falling on a Sunday will be observed the following Monday.

WORKPLACE SAFETY

It is the responsibility of every employee and volunteer of Growing Home to maintain a healthy and safe work environment. Please report all safety hazards and occupational illnesses or injuries to the Volunteer Manager or Human Resources immediately. Failure to follow Growing Home's health and safety rules will not be tolerated.

THREATS AND VIOLENCE

Volunteers must not engage in intimidation, threats or hostile behaviors, physical abuse, vandalism, arson, sabotage, use of weapons, bullying, carrying weapons onto Growing Home property, or any other act, which, in management's opinion, is inappropriate to the workplace. In addition, employees and volunteers must refrain from making inappropriate or offensive comments regarding violent events and/or behavior.

Volunteers are expected to report any prohibited conduct to Human Resources, the Volunteer Manager, or any member of company management.

Volunteers should directly contact proper law enforcement authorities if they believe there is a serious and immediate threat to the safety and health of themselves or others.

ACKNOWLEDGMENT OF RECEIPT

I HAVE RECEIVED A COPY OF GROWING HOME’S VOLUNTEER GUIDEBOOK DATED FEBRUARY 2019. I UNDERSTAND THAT THE HANDBOOK PROVIDES A SUMMARY OF GROWING HOME’S GUIDELINES AND ITS EXPECTATIONS REGARDING MY CONDUCT. I UNDERSTAND I AM TO BECOME FAMILIAR WITH ITS CONTENTS.

THE LANGUAGE USED IN THIS GUIDEBOOK AND ANY VERBAL STATEMENTS OF GROWING HOME’S MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF ANY SORT, EITHER EXPRESS OR IMPLIED.

FURTHER, I UNDERSTAND THAT THE CONTENTS OF THIS GUIDEBOOK ARE SUMMARY GUIDELINES FOR VOLUNTEERS AND THEREFORE NOT ALL INCLUSIVE. THIS GUIDEBOOK SUPERSEDES ALL PREVIOUSLY ISSUED EDITIONS. NO ORAL STATEMENTS OR REPRESENTATIONS CAN CHANGE THE PROVISIONS OF THE GUIDEBOOK OR ANY SUPPLEMENT. GROWING HOME RESERVES THE RIGHT TO REVISE, DELETE, OR ADD TO ANY OR ALL OF THE GUIDELINES MENTIONED, ALONG WITH ANY OTHER PROCEDURES, PRACTICES, BENEFITS, OR OTHER PROGRAMS OF GROWING HOME, INC. THESE CHANGES MAY OCCUR AT ANY TIME, WITH OR WITHOUT NOTICE.

I HAVE READ AND UNDERSTAND THE ABOVE STATEMENTS.

Volunteer Signature

Date

Printed Name