



# HUNDRED NIGHTS INC.

*Reaching for the Warmth of Home*  
Emergency Shelter & Open Doors Resource Center

P.O. Box 833

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[www.hundrednightsinc.org](http://www.hundrednightsinc.org)

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## VOLUNTEER POLICIES

### Our Mission:

The mission of Hundred Nights, Inc. is to provide shelter and crisis related services to those at risk of or experiencing homelessness.

### Our Vision:

Every individual in Cheshire County will have access to appropriate, stable housing so they can live safe, productive and satisfying lives.

### Our 3-year Strategic Goals:

- **Goal 1:** Hundred Nights, Inc. will research successful program models in housing and transition to self-sufficiency for the homeless and other guests.
- **Goal 2:** Hundred Nights, Inc. will locate a “permanent” physical facility within a two-mile radius of the Keene Common that will be either leased or owned.
- **Goal 3:** Hundred Nights, Inc. will participate in a partnership/collaborative network with public and private agencies/individuals to address continuum of housing needs and services for families in Cheshire County.
- **Goal 4:** Hundred Nights, Inc. will increase revenues to fund and/or expand programs and add to a Reserve Fund through collaboration, event planning, fundraising, maintaining current donors and cultivating new major donors.
- **Goal 5:** Hundred Nights, Inc. will improve guests’ coping strategies and integration to society through an on-site mentoring program.
- **Goal 6:** Hundred Nights, Inc.’s operations, management and board will have sufficient policies that safeguard the organization’s organizational management and a plan for sustainability.

### Our Operating Principles:

1. Hundred Nights, Inc. believes that self-sufficiency can only be realized for those suffering from mental illness, substance abuse, illiteracy, chronic unemployment, and or incarceration when the public and business community come together to treat people with respect and support.
2. Hundred Nights, Inc. believes that all people are worthy, have a story to tell and should be heard.
3. Hundred Nights, Inc. operates to minimize the devastating impact that homelessness creates on the person and the community by providing a continuum of shelter options, housing referrals, health care and educational services.
4. Hundred Nights, Inc. acts to build and maintain the strength of our leadership, the skills and motivation of our staff and the active engagement of our guests as essential ingredients in order to strengthen our communities.

### Our Core Values:

- **Results:** We are accountable for achieving excellence through measurable, thoughtful and meaningful outcomes
- **Integrity:** We foster an environment of transparency and honesty that is built on respect and openness.
- **Community:** We seek locally driven solutions that incorporate the views of our various stakeholders and audiences, building on diversity as a strength, and working in partnership with others to achieve results.
- **Effectiveness:** We are resourceful, responsible stewards, leveraging resources to maximize impact.

## **Volunteer Policy Overview**

These Volunteer Policies have been developed to provide guidelines about volunteer policies and procedures for Hundred Nights, Inc. These policies are intended to ensure fair and consistent treatment of all volunteers. It is intention of Hundred Nights, Inc. to foster an atmosphere of mutual respect, non-discrimination, and trust based on clear lines of authority, responsibility and accountability, and to provide volunteers with the flexibility necessary to meet work, family and personal obligations. This manual will assist you in becoming familiar with the privileges and obligations of your work with Hundred Nights, Inc. None of the policies or guidelines are intended to give rise to contractual rights or obligations, or to be construed as a guarantee of continued volunteer engagement. Additionally, these guidelines are subject to modification, amendment or revocation by Hundred Nights, Inc. at any time, without advance notice.

If you have questions about these policies, please contact your supervisor or the Executive Director.

## **Ethical And Legal Business Practices**

Hundred Nights, Inc. expects the highest standard of ethical conduct and fair dealing from each employee, officer, director, volunteer and all others associated with the organization. Our reputation is a valuable asset, and we must continually earn the trust, confidence and respect of our suppliers, our clients, and our community.

These policies provide general guidance on the ethical principles that we all must follow, but no guideline can anticipate all situations. You should also be guided by basic honesty and good judgment, and be sensitive to others' perceptions and interpretations.

You are expected to promptly disclose to the management of the organization anything that may violate these policies. We will not tolerate retaliation or retribution against anyone who brings violations to management's attention.

## **Attendance And Punctuality**

Each volunteer is important to the overall success of Hundred Nights, Inc. Attendance is a key factor in your job performance and individual attendance affects organizational success. When you are not here, someone else must perform duties usually handled by you. Punctuality and regular attendance are expected of all volunteers. Volunteers are expected to report to work on time at the start of their workday. Reporting to work on time means that you are ready to start work, not just arriving, at your scheduled start time. Excessive absences (whether excused or unexcused), tardiness or leaving early is unacceptable. If you are absent for any reason or plan to arrive late or leave early, you must please notify your supervisor, or leave a message on Hundred Nights, Inc.'s answering machine as far in advance as possible and no later than one hour before the start of your scheduled work day. In the event of an emergency, you must notify the Executive Director or your supervisor as soon as possible.

For all absences extending longer than one day, please telephone and email your supervisor prior to the start of each scheduled workday. When reporting an absence, you should indicate the nature of the problem causing your absence and your expected return-to-work date.

## **Dress Code**

To present a professional image to our donors, guests and the public, all volunteers are asked to wear appropriate clothing on the job. Casual dress is appropriate and clothes should be clean and in decent repair. We ask that clothing not be "provocative" in nature for any gender.

## **Severe Weather Conditions**

Hundred Nights, Inc. expects all volunteers to exercise reasonable judgment regarding work, family, and personal obligations. Hundred Nights, Inc.'s offices will be open except in cases of extreme weather. Should work be called off because of inclement weather, a work cancellation notice will be communicated to volunteers through an email or notice on the organization's website or other means as necessary. When the weather is questionable and the office is open, we

encourage you to use your own good judgment in deciding when to come into and leave from work and ask that you please call us to let us know.

### **Payment Or Reimbursement of Expenses**

Payment or reimbursement is authorized for pre-approved reasonable and necessary expenses incurred in carrying out volunteer responsibilities. Volunteers must obtain the advance consent of the Executive Director before incurring expenses for which they will seek reimbursement. Approved expenses must be fully documented, with receipts attached, and are to be submitted to the Executive Director for payment within thirty (30) days of the date on which they were incurred.

### **Conflict Of Interest**

Volunteers are expected to be sensitive to possible conflicts of interest while pursuing outside activities or employment and are expected to disclose any conflicts of interest pursuant to the Board's Conflict of Interest Policy. Activities that undermine the organization's mission, core principles, strategies, positions or goals constitute a conflict of interest. Transmitting personal comments or statements through e-mail or posting information to news groups that may be mistaken as the position of the organization also constitute conflicts of interest. If a volunteer creates a conflict of interest or refuses to end any activity or employment creating a conflict of interest, such behavior can be grounds for termination of their volunteer engagement.

### **Harassment And Workplace Violence Prevention Policy**

Hundred Nights, Inc. is concerned for the health and well-being of all employees, volunteers (including members of the Board and/or Committees), and participants. All employees should be treated with courtesy and respect at all times. Hundred Nights, Inc. is committed to providing a workplace that is safe and free from harassment, intimidation, and any acts of violence or threats of violence in any form. Hundred Nights, Inc. will not tolerate any type of harassment or violence of its employees, board or committee members, volunteers, vendors/ business partners or clients/consumers. This includes any form of electronic communication.

As used in this policy, the term "harassment" includes sexual as well as harassment based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic. Any behavior that fosters a hostile work environment is prohibited.

Examples of prohibited conduct include racial and ethnic slurs, making offensive references to stereotypes, or jokes about characteristics protected by law. It is not considered harassment, discrimination or other behavioral misconduct of any sort for Hundred Nights, Inc. or a supervisor to enforce job performance and standards of conduct in a consistent manner.

### **Anti-Bullying**

Bullying goes beyond the single episode of teasing or fighting. Bullying is a pattern of behavior in which the bully attempts to intimidate his or her victim. Examples of bullying behavior range from teasing, to extortion, to physical assault, this includes any form of electronic communication. At Hundred Nights, Inc. all forms of bullying are strictly prohibited. People who are observed or discovered to be engaged in bullying are subject to disciplinary procedures.

### **Workplace Violence**

Workplace violence is defined as performing actions or using words that endanger or harm another employee, volunteer, participant or result in another employee, volunteer or participant having a reasonable belief that he/she is in danger. Any conduct which makes an individual feel endangered is in violation of this policy.

Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the Hundred Nights, Inc. premises and training sites without proper authorization.

Examples of workplace violence amounting to behavioral misconduct include but are not limited to

- verbal or physical threats
- assaults or other violence
- any behavior that causes others to feel unsafe such as bullying, shouting, or name calling
- belligerent, threatening or offensive comments
- hitting, pushing, or other similar physical contact, including touching or threats to take such action
- gestures or the display of offensive signs or pictures
- other aggressive behavior

Conduct that threatens, intimidates, or coerces another employee, a volunteer, a vendor, a participant, or a member of the public at any time will not be tolerated, this includes any form of electronic communication.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment. See 'Reporting' section below.

### **Harassment**

Hundred Nights, Inc. is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Any action may be considered harassing if it:

1. creates a hostile, intimidating or offensive work environment;
2. unreasonably interferes with an employee's or volunteer's work performance; or
3. adversely impacts an individual's employment opportunities.

An employee's conduct will be considered unwelcome and in violation of this policy when the employee or volunteer should have known that the conduct was unwelcome, or when the person subjected to the conduct voiced his or her objection.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. This includes any form of electronic communication. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment, volunteering or overnight residence; (2) submission or rejection of the

conduct is used as a basis for making employment, volunteering or residence decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

### **Reporting, Investigation and Disciplinary Action of Bullying, Violence or Harassment**

Hundred Nights, Inc. urges any employee, volunteer or participant who believes that he/she has been treated in violation of this Policy to first consider telling the offending party that his/her conduct or behavior is inappropriate.

However, if an employee, volunteer or participant is not comfortable confronting the offending party, he/she should immediately report the matter to: a) His/her immediate supervisor; or b) The Executive Director; or c) if the Executive Director is involved, the Board Chair or any Board Member. Reporting disputes or differences with others should be done before the situation escalates.

Hundred Nights, Inc. is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns. All allegations of harassment will be quickly and discreetly investigated. No employee who makes a good faith allegation will be subject to retaliation. Nor will any employee be retaliated against for participating in any investigation of inappropriate conduct. Retaliation in response to reports of sexual or other unlawful harassment will not be tolerated and will be subject to disciplinary action, up to and including termination of employment, paid or not.

The investigation will generally consist of interviews with witnesses to the event/conduct, including the complainant and the alleged harasser. To the extent possible, confidentiality of the person reporting, of any witnesses and the alleged harasser, will be protected against unnecessary disclosure. When the investigation is completed, the complainant and the alleged wrongdoer will be informed of the outcome of the investigation.

Hundred Nights, Inc. will take prompt disciplinary action in response to policy violations. Disciplinary action may include termination of employment, paid or not.

### **Smoking**

Smoking is not permitted within Hundred Nights, Inc.'s offices or at off-site events at which the volunteer is representing Hundred Nights, Inc. except in designated outdoor smoking areas on break time.

### **Drug Free Workplace**

Hundred Nights, Inc. is a drug-free workplace. Hundred Nights, Inc. does not tolerate the presence of illegal drugs or the illegal use of legal drugs in our workplace. The use, possession, distribution or sale of controlled substances such as drugs or alcohol, or being under the influence of such controlled substances is strictly prohibited while on duty or while on the company's premises or worksites. If you need to take a prescription drug that affects your ability to perform your job duties, you are required to discuss possible accommodations with your supervisor. Violation of this policy will result in disciplinary action, up to and including termination.

### **Non-Disclosure Of Confidential Information**

Any information that a volunteer learns about Hundred Nights, Inc., its employees, volunteers or trustees, or its members, guests or donors, as a result of working for Hundred Nights, Inc. that is not otherwise publicly available constitutes confidential information. Volunteers may not disclose confidential information to anyone who is not employed by Hundred Nights, Inc. or to other persons employed by Hundred Nights, Inc. who do not need to know such information to assist in rendering services.

The protection of privileged and confidential information is vital to the interests and the success of Hundred Nights, Inc. The disclosure, distribution, electronic transmission or copying of Hundred Nights, Inc.'s confidential information is prohibited. Such information includes, but is not limited to, the following examples: compensation data, program and financial information, including information related to donors or guests, and pending projects and proposals.

Volunteers are required to sign a non-disclosure agreement as a condition of engagement. Any volunteer who discloses confidential Hundred Nights, Inc. information will be subject to disciplinary action (including possible termination of their volunteer engagement), even if he or she does not actually benefit from the disclosure of such information.

Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information. Conversations regarding confidential information generally should not be conducted on cellular phones, or in elevators, restrooms, restaurants, or other places where conversations might be overheard.

### **Solicitation**

Volunteers are prohibited from distributing, circulating or posting (on bulletin boards, refrigerators, walls, etc.) literature, petitions or other materials at any time for any purpose without the prior approval of the Executive Director or your supervisor.

### **Computer And Information Security**

This section sets forth some important rules relating to the use of Hundred Nights, Inc.'s computer and communications systems. These systems include individual PCs provided to volunteers, centralized computer equipment, all associated software, and Hundred Nights, Inc.'s telephone, voice mail and electronic mail systems.

Hundred Nights, Inc. has provided computer and communications systems to support its mission. Although limited personal use of these systems is allowed, subject to the restrictions outlined below, no use of these systems should ever conflict with the primary purpose for which they have been provided, Hundred Nights, Inc.'s ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed.

All data in Hundred Nights, Inc.'s computer and communication systems (including documents, other electronic files, e-mail and recorded voice mail messages) are the property of Hundred Nights, Inc. and may be inspected and monitored at any time. No individual should have any expectation of privacy for messages or other data recorded in Hundred Nights, Inc.'s systems. This includes documents or messages marked "private," which may be inaccessible to most users but remain available to Hundred Nights, Inc. Likewise, the deletion of a document or message may not prevent access to the item or completely eliminate it from the system.

Hundred Nights, Inc.'s systems must not be used to create or transmit material that is derogatory, defamatory, obscene or offensive, such as slurs, epithets or anything that might be construed as harassment or disparagement based on protected status. Hundred Nights, Inc.'s systems must not be used to transmit personal comments or statements through e-mail or post information to news groups that may be mistaken as the position of Hundred Nights, Inc. Similarly, Hundred Nights, Inc.'s systems must not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages or other non-job-related purposes.

The following activities, which present security risks, should be avoided:

- Attempts to bypass, or render ineffective, security facilities provided by Hundred Nights, Inc.
- Sharing passwords in the absence of legitimate business reasons
- Accessing the specific document files of other users in the absence of legitimate business reasons
- Changing or modifying hardware or software configurations of computer equipment without staff approval
- Loading personal software (including outside email services, games, instant messaging software) to company computers
- Downloading programs or installing programs copied from Non-Hundred Nights, Inc. computers without staff approval
- Loading unlicensed software on Hundred Nights, Inc.'s computers
- Attempting to obtain unauthorized access to or use of other organizations' computer systems and/or data
- Copying company software (whether developed internally or licensed) onto other media other than for legitimate business reasons.

- Removing software documentation from the company's offices.
- Changing the location or installation of computer equipment in offices and work areas without approval from IT staff

There are a number of practices that individual users should adopt that will foster a higher level of security. Among them are the following:

- Log off your personal computer when you are leaving your work area or office for an extended period of time unless instructed to do otherwise for system maintenance.
- Exercise judgment in assigning an appropriate level of security to documents stored on Hundred Nights, Inc.'s networks, based on a realistic appraisal of the need for confidentiality or privacy.
- Remove previously written information from moveable storage devices before copying documents on such devices for delivery outside Hundred Nights, Inc.
- Back up any information stored locally on your workstation (other than network-based software and documents) on a frequent and regular basis.

### **Internet Acceptable Use**

Access to the Internet is provided to volunteers to support the mission of Hundred Nights, Inc. No use of the Internet should conflict with the primary purpose of Hundred Nights, Inc., its ethical responsibilities or with applicable laws and regulations. Each user is personally responsible to ensure that these guidelines are followed. Serious repercussions, including termination, may result if the guidelines are not followed.

Hundred Nights, Inc.'s Internet connections may not be used for any of the following activities:

- To download or disseminate copyrighted material that is an infringement of copyright law
- To transmit personal comments or statements through e-mail or to post information to news groups that may be mistaken as the position of Hundred Nights, Inc.
- To disclose confidential information
- To send or participate in chain letters, pyramid schemes or other illegal schemes
- To solicit for commercial purposes, causes, outside organizations, chain messages or other non-job related purposes.

### **Electronic Mail (E-Mail) Policy**

The e-mail system is provided by Hundred Nights, Inc. to assist volunteers with the performance of the organization's work. Messages that are created, sent or received using Hundred Nights, Inc.'s e-mail are the property of Hundred Nights, Inc., and Hundred Nights, Inc. reserves the right to monitor this system and retrieve the contents for legitimate reasons, such as to find lost messages, comply with investigations or to recover from system failure.

Volunteers may not retrieve or read e-mail that was not sent to them unless authorized by appropriate staff. No personal business is to be conducted using the organization's e-mail. All e-mail communications should be handled in the same manner as a letter, fax, memo or other business communication.

### **Personal Electronics Acceptable Use**

Hundred Nights, Inc. understands that many volunteers have cell phones and other handheld communication devices. The organization prohibits the use of cell phones in any way that violates federal, state, or local laws or that is otherwise unsafe.

Volunteers whose job responsibilities include driving are expected to use good judgment if the need to use a cell phone arises while driving. Safety must come before all other concerns. Volunteers are strongly encouraged to pull off to the side of the road and stop their vehicle before placing or accepting a call. Volunteers are encouraged to keep the calls short. Special care should be taken in situations where there is traffic, inclement weather, or the volunteer is driving in an unfamiliar area.

## **VOLUNTEER RECEIPT AND ACCEPTANCE**

I hereby acknowledge receipt of the Volunteer Policies of the Hundred Nights, Inc. I understand that it is my ongoing responsibility to read and understand the policies. I also understand and agree that the Volunteer Policies are not a contract for any specific period of time.

I have read, understand and agree to all of the above. I have also read and understand Hundred Nights, Inc.'s Volunteer Policies.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

## **CONFIDENTIALITY POLICY AND PLEDGE**

Any information that a volunteer learns about Hundred Nights, Inc., or its members or donors, as a result of working for Hundred Nights, Inc. that is not otherwise publicly available constitutes confidential information. Volunteers may not disclose confidential information to anyone who is not employed by Hundred Nights, Inc. or to other persons employed by Hundred Nights, Inc. who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying of Hundred Nights, Inc.'s confidential information is prohibited. Any volunteer who discloses confidential Hundred Nights, Inc. information will be subject to disciplinary action (including possible termination), even if he or she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

Please sign and return to a staff member.

Adopted by the Board of Directors June 21, 2017.