



*Renewal for trafficked girls through Health,  
Education, Advocacy, and Reintegration.*

Volunteer Handbook, Policy Manual,  
and Volunteer Acknowledgement, Confidentiality Agreement  
& Release and Waiver of Liability

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# VOLUNTEER HANDBOOK

## Introduction

Welcome and mahalo for your interest in volunteering with Ho‘ōla Nā Pua! Volunteers are the backbone of our organization and play an important role in our success. They are working professionals, parents, college and high school students, retirees, event organizers, fundraisers, and more.

It is our goal to make your volunteer experience as rewarding and enjoyable as possible. This handbook will provide you with our general policies and best practices. Please familiarize yourself with the contents of this handbook.

## Mission Statement

Ho‘ōla Nā Pua is committed to providing a home with comprehensive therapeutic services for female underage victims rescued from sexual exploitation.

We are a Hawaii-based, 501(c)3 non-profit organization that will provide underage female victims of sex trafficking with a holistic approach to mental health, psychosocial and educational services, and emotional healing in the safety of a long-term licensed residential facility.

## Our Approach

Ho‘ōla Nā Pua’s fourfold approach to addressing sex trafficking in Hawaii includes:

- 1) Education and Awareness - promoting community awareness about the issue.
- 2) Decreasing Demand - supporting legislation that protects our keiki.
- 3) Limiting Supply - conducting school awareness, prevention, and outreach programs.
- 4) Rescue and Restoration - providing a long-term licensed residential facility for underage sexually exploited females.

Please also visit [www.hoolanapua.org](http://www.hoolanapua.org) and our Facebook page [www.facebook.com/hoolanapua](https://www.facebook.com/hoolanapua) to learn more about our programs, events, and projects.

## **Volunteer Relationship**

A volunteer is anyone who provides their time and skills to Ho‘ōla Nā Pua through work in any of our programs, projects, and/or events. We strive to provide the support, supervision, and recognition needed in order to make each volunteer’s personal investment a valued experience.

As a volunteer you have the right to:

- 1) Be assigned appropriate tasks according to ability, skill, interests, availability, and training.
- 2) Receive training and supervision for the tasks accepted.
- 3) Receive a job description for your assignment when appropriate.
- 4) Be treated as a team member who contributes to Ho‘ōla Nā Pua's goals through your volunteer work.
- 5) Make suggestions about your assignment and the Ho‘ōla Na Pua volunteer program, and be acknowledged by staff.
- 6) Be trusted with confidential information, if needed, to help carry out assignments.
- 7) Expect that records will be kept; documenting areas of interest or positions held (and, if applicable, time spent volunteering).
- 8) Be treated with a spirit of aloha and cooperation so that Ho‘ōla Nā Pua will be known to be a “great place to volunteer” in our local community.
- 9) A safe and inviting environment to work in that is free of harassment and discrimination. Ho‘ōla Nā Pua expects volunteers to:

Know your own duties and stay on task.

- 1) Cooperate with fellow volunteers and maintain a positive team attitude.
- 2) Voice your opinions and contribute your suggestions to improve Ho‘ōla Nā Pua's work
- 3) and mission.

Sign in and out each time you arrive for a work assignment.

- 4) Be on time for scheduled meetings and work assignments.
- 5) Treat all volunteers and supporters with respect.
- 6) Learn and grow with our organization.
- 7)

- 8) Take ownership and responsibility for execution and quality of work for each task assigned to you.

As a Ho'ōla Nā Pua volunteer, you are integral part of creating a positive working environment and safe volunteer conditions for all Ho'ola Nā Pua volunteers.

## **POLICY MANUAL**

### **Age of Volunteers**

Ho'ōla Nā Pua team leaders evaluate the abilities and competency of all volunteers in order to assign appropriate tasks as availability and conditions permit. Volunteers under the age of 18 must provide a waiver of liability form signed by a parent or legal guardian and must be accompanied by an adult when volunteering with Ho'ōla Nā Pua. There is no maximum age for Ho'ōla Nā Pua volunteers.

### **Safety**

Volunteers and Ho'ōla Nā Pua share responsibility in establishing and maintaining a safe work environment. Ho'ōla Nā Pua will attempt to ensure a safe work environment, and you are expected to obey safety rules and to exercise caution in all work activities related to Ho'ōla Nā Pua.

Please immediately report any unsafe conditions to your team leader. Any accident which results in injury, no matter how insignificant, must be reported promptly to your team leader.

In the event that you are injured or become ill while volunteering, we ask that you provide us with emergency contact information.

### **Absence and Lateness**

The positions that volunteers fill, and the tasks they are assigned to accomplish, are critical to Ho'ōla Nā Pua's success. If you fail to show up for an event or complete a task, other volunteers must step in to get them accomplished.

If you are unable to attend a scheduled work position, or if you will arrive late, please contact your Volunteer Coordinator or team leader with as much notice as possible. The same policy applies to projects or tasks you know you will not be able to complete by

the requested due date. Please contact your team leader as soon as possible so that your task can be reassigned to another volunteer.

### **Sign-in Sheets**

Volunteer sign-in sheets and time tracking are very important. All volunteers must sign in and out on the forms provided at each event or report their personal hours to the Team Leader if volunteer time is not "day of event" related (e.g. volunteers working on website, marketing, social media, graphic design, etc.).

### **Confidential Information**

All volunteers are required to sign a basic Confidentiality Agreement. Ho'ōla Nā Pua has an obligation to maintain volunteer, donor, and other supporters' confidentiality, and to respect their privacy. In turn, we require strict confidentiality be maintained with respect to all information obtained by volunteers concerning our organization, volunteers, donors, and supporters.

Volunteers shall not disclose any information obtained in the course of their volunteer placement to any third parties without prior written consent from the organization.

### **Protocol for Media Interaction**

Management of interaction with the media requires specific skills and awareness and careful attention to the audience and any political and/or local sensitivities. Ho'ōla Nā Pua has a strict media management policy in place to maintain quality and consistency in our public voice and minimize risks of adverse publicity due to inaccurate or inappropriate sharing of information.

All communications and interviews (face-to-face, telephone, written, or email) with the media must be approved by Ho'ōla Nā Pua. Volunteers approached by a member of the media must immediately inform their Team Leader, who will relay the information to Ho'ōla Nā's communications team for follow-up.

### **Harassment and Discrimination**

Ho'ōla Nā Pua is committed to providing a positive volunteer environment free of discrimination and harassment. Each volunteer is personally responsible for maintaining such a work environment. Ho'ōla Nā Pua prohibits any actions, words, or comments based on an individual's race, sex, sexual preference, ethnic background, age, religion, physical condition, or other legally protected characteristic. Improper conduct or action

can create an offensive or hostile work environment and will be grounds for immediate disciplinary action.

Ho'ōla Nā Pua prohibits any harassment or coercion between volunteers, employees, or other non-employees on the basis of sex. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtures 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 a team leader.

### **Grievances**

A grievance is defined as any event, condition, rule, attitude, or practice that causes a volunteer undue distress or unpleasantness while performing work for Ho'ōla Nā Pua. Volunteer grievances are of great concern to us. We encourage volunteers to deal with conflicts directly with each other, in a professional and respectful manner. If you need help resolving a conflict, please contact your team leader. It is our goal to have an open door policy where we 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.

### **Volunteer Conduct**

Ho'ōla Nā Pua is an at-will non-profit organization and therefore has the right to terminate a volunteer without cause. While it is impossible to completely list all forms of behavior or conduct that are considered unacceptable in the workplace, the following are examples that may result in the reprimand, limitation, and/or termination of the volunteer relationship:

- Excessive absenteeism without notice.
- Releasing confidential information.
- Misuse of funds, equipment, or materials.
- Working under the influence of alcohol or illegal drugs.
- Fighting or threatening violence.
- Boisterous or disruptive activity.
- Negligence or improper conduct leading to the damage of property.
- Theft or inappropriate removal or possession of Ho'ōla Nā Pua property.

- Repeated failure to follow a supervisor's reasonable request or to carry out a reasonable job assignment.
- Gross misconduct or insubordination.
- Violation of safety or health rules.
- Abuse or mistreatment of volunteers, donors, and/or supporters.
- Sexual or other unlawful harassment or discrimination.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the work place.

### **How to Handle Victim Interaction**

Confidentiality is vital for victims of sex trafficking because their lives and the lives of their loved ones may be at great risk if they try to escape or seek help. If you are approached by a victim asking for help, or suspect that a person is a trafficking victim, there are a number of ways to report the suspected case and to help the individual receive appropriate care.

If there appears to be imminent or immediate danger, always call 911 first.

If you think that you have discovered a human/sex trafficking situation, report it to:

Honolulu Police Department- Morals Unit: 808.529.3111

Sex Abuse Treatment Center: 808.524.7273

National Human Trafficking Resource Center: 888.373.7888

### **Contact Information**

info@hoolanapua.org  
808.445.3131

P.O. Box 401  
Haleiwa, Hawaii 96712

Website: [www.hoolanapua.org](http://www.hoolanapua.org)

Facebook: [www.facebook.com/hoolanapua](https://www.facebook.com/hoolanapua)

Twitter & Instagram: @hoolanapua

**VOLUNTEER ACKNOWLEDGMENT, CONFIDENTIALITY AGREEMENT, &  
RELEASE AND WAIVER OF LIABILITY**

**Volunteer Acknowledgement**

I am in receipt of the Ho'ōla Nā Pua Volunteer Handbook and Policy Manual and understand I should consult with the Ho'ōla Nā Pua Volunteer Coordinator 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 Handbook and Policy Manual. Such revisions will be communicated to volunteers.

I have entered into my volunteer relationship with Ho'ōla Nā Pua voluntarily and acknowledge there is no specified length of volunteering. Accordingly, either Ho'ōla Nā Pua 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.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_

E-Mail \_\_\_\_\_ Phone: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

## Confidentiality Agreement

As a volunteer for Ho'ōla Nā Pua, I understand that I may have access to confidential information, both verbal and written, relating to clients, volunteers or staff, and the organization, in addition to the database. I understand, and agree, that all such information is to be treated confidentially and discussed only within the boundaries of my volunteer position with Ho'ōla Nā Pua. I also agree not to discuss these same matters after I have left my volunteer position with Ho'ōla Nā Pua.

I agree that the database and the contents of such is the sole property of Ho'ōla Nā Pua and I will not use any of the information except for the purposes assigned to me by the organization.

I further understand that breach of this agreement shall constitute grounds for and may result in termination of my volunteer status with Ho'ōla Nā Pua, except where such disclosure is consistent with stated policy and relevant legislation.

I understand the above and accept full responsibility for maintaining the confidential and private nature of all records and information. I understand that I am personally responsible and liable for any violation of this agreement.

## Release and Waiver of Liability

This Release and Waiver of Liability, (the "Release") executed on this \_\_\_\_ day of \_\_\_\_\_, 201\_\_, by \_\_\_\_\_, the Volunteer, in favor of the Ho'ōla Nā Pua, a not-for-profit organization, their directors, officers, employees, and agents. Ho'ōla Nā Pua's goal is to provide a home with services to underage female victims of human trafficking. Because of the nature of the business of this organization and the danger risked by our clients, it is requisite that confidentiality be maintained at all times.

As a Volunteer working for Ho'ōla Nā Pua, I acknowledge that I will engage in activities related to being a volunteer (the "Activities"). I understand that the Activities may include, but are not limited to, organizing, cleaning, loading and unloading supplies, and interacting with other volunteers and community supporters. I also understand and agree to **Ho'ōla Nā Pua's Confidentiality Agreement**. As the Volunteer I do hereby freely, voluntarily, and without duress execute this Release under the following terms:

- 1. RELEASE AND WAIVER:** Volunteer, for him/herself and his/her legal representatives, spouse, heirs and assigns, does hereby release and forever discharge and hold harmless Ho'ōla Nā Pua and its officers, directors, trustees, employees, agents, insurers and representatives,

successors and assigns from any and all liability claims and demands of whatever kind of nature, either in law or in equity, which arise or may hereafter arise from Volunteer's Activities with Ho'ōla Nā Pua.

Volunteer understands that this Release discharges Ho'ōla Nā Pua from any liability or claim that the Volunteer may have against Ho'ōla Nā Pua with respect to any bodily injury, personal injury, illness, death, or property damage that may result from Volunteer's Activities with Ho'ōla Nā Pua, whether caused by the negligence of Ho'ōla Nā Pua or its officers, directors, employees, or agents or otherwise. Volunteer covenants not to bring any action against Ho'ōla Nā Pua for any such injury or damage. Volunteer also understands that Ho'ōla Nā Pua does not assume any responsibility for or obligation to provide financial or other assistance including but not limited to medical, health or disability insurance in the event of injury or illness.

**Initial** \_\_\_\_\_

2. **MEDICAL TREATMENT:** Volunteer does hereby release and forever discharges Ho'ōla Nā Pua from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with the Volunteer's Activities with Ho'ōla Nā Pua. Volunteer authorizes Ho'ōla Nā Pua to act, in its best judgment, on Volunteer's behalf in case of an emergency.
3. **ASSUMPTION OF THE RISK:** The Volunteer understands that the Activities may include work that may be hazardous to the Volunteer, including, but not limited to, organizing, cleaning, preparing meals, loading and unloading supplies, and providing clerical support in Ho'ōla Nā Pua.

Volunteer hereby expressly and specifically assumes the risk of injury or harm in the Activities and releases Ho'ōla Nā Pua from all liability for injury, illness, death, or property damage resulting from the Activities.

4. **VOLUNTARY SERVICE:** Volunteer understands and acknowledges that he/she may decline any volunteer role or position at any time if he/she feels such role or position presents a risk to health or safety or for any other reason. Volunteer agrees to advise Ho'ōla Nā Pua of any preexisting conditions that would preclude involvement in any activity.
5. **INSURANCE:** The Volunteer understands that, except as otherwise agreed upon by Ho'ōla Nā Pua in writing, Ho'ōla Nā Pua does not carry

or maintain health, medical, disability or Workers Compensation insurance coverage for any volunteer.

6. **OTHER:** Volunteer expressly agrees that the Release is intended to be as broad and inclusive as permitted by the laws of the State of Hawaii, and that this Release shall be governed by and interpreted in accordance with the laws of the State of Hawaii. Volunteer agrees that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which will continue to be enforceable. Volunteer represents that he/she is 18 years of age or older.
  
7. **PHOTOGRAPHIC RELEASE:** Volunteer does hereby grant and convey unto Ho‘ōla Nā Pua all right, title and interest in any and all photographic images and video or audio recordings made by Ho‘ōla Nā Pua during the Volunteer’s Activities with Ho‘ōla Nā Pua, including, but not limited to, any donations, proceeds, or other benefits derived from such photographs or recordings.

IN WITNESS WHEREOF, Volunteer has executed this Release as to the day and year first written. I also understand and agree to Ho‘ōla Nā Pua’s Confidentiality Agreement.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Volunteer Name (Print Full Name):  
\_\_\_\_\_

Parent/Guardian of Child under the age of 18:  
\_\_\_\_\_

Parent/Guardian (Print Full Name):  
\_\_\_\_\_

***This document (Volunteer Acknowledgement, Confidentiality Agreement, & Release and Waiver of Liability) must be signed and returned to:***

***volunteer@hoolanapua.org before you are a participating volunteer.***