

Volunteer Handbook And Code of Conduct

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Since 1934, Samaritas (formerly Lutheran Social Services of Michigan) has been walking with people in need. We connect each person, based on individual circumstances, with the families and communities that will empower they/them to live the fullest life possible. When that potential is fulfilled, many of those we serve then promote the dignity of others, launching a transformative ripple effect into the community.



Welcome!

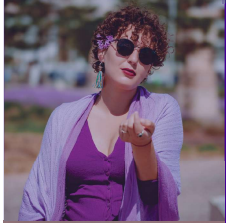
Welcome to the Samaritas volunteer team! You are a vital part of our mission and we hope you find your experience with Samaritas to be both challenging and satisfying. While we appreciate the uniqueness each person brings, we also know that a common value and commitment unifies our work. That value is our commitment to providing the best possible care for the persons we serve by "...doing the right thing for the right reason every day!"

Your Volunteer Handbook

This handbook is provided to Samaritas volunteers who have ongoing contact with clients or a specific program to provide historical and background information about Samaritas, as well as summaries of the policies, procedures, and expectations which guide our work with one another. It is important that you read this handbook carefully and discuss any questions with the supervisor/liaison of your volunteer program. Keep it to refer to from time-to-time.

Samaritas reserves the right to modify policies, procedures, and the Volunteer Handbook and Code of Conduct, as necessary. Revisions will be given to you in writing or posted at the service site where you serve.

I. About Samaritas



Our Mission:

Serving people as an expression of the love of Christ.

Our Vision:

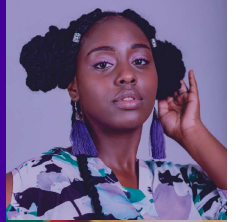
We connect people with families and communities, empower them to live their fullest life possible and create a ripple effect of transformation.

Why we do it:

Connect. We believe all people on this planet are connected with Christ and with one another, interdependent with the communities where they live. Our services reflect that belief and are inclusive of people from any and all communities. As such, we treat all we serve as we would members of our own family — with care that is high-touch and goes above and beyond.

Empower. We are your path home through which we deliver a sense of love, belonging, health and well-being. That sense of permanence is what empowers those we serve with the confidence that they are worthy and capable of pursuing their fullest life possible, regardless of their individual circumstances.

Transform. Anchored in a Lutheran tradition nearly 90 years strong, we've had an impact in Michigan that others in the social and health and human services sectors look to emulate. Through our combined size, geographic reach and broad portfolio of services, we send ripples of change out into our communities, one person at a time.



Samaritas - Then and Now

As an ongoing Samaritas volunteer, you are part of an organization with a proud history of compassionate service. Our ministry is dedicated to meeting the needs of the most vulnerable children of God.

Samaritas, formerly known as Lutheran Social Services of Michigan (LSSM), has served vulnerable persons since the 1890s when immigrants traveled to Detroit not knowing the language, customs, or where to find jobs. Congregations banded together in missions to better serve. Seeing the need for a constant, organized ministry, the Lutheran Inner Mission League of Greater Detroit was formed in 1934.

The name was later changed to Lutheran Charities and in 1959 the organization became statewide and took the name of Lutheran Social Services of Michigan. In 2016 we changed our name to better reflect our unrestricted, nondiscriminatory and open-arms approach to welcoming those in need. Samaritas is a combination of the words "Samaritan" referring to the story of "The Good Samaritan" and the Latin suffix "-itas" meaning the "state of being alive".

We continue in our mission to change lives and communities in which we live in thrive. Currently, our ministry extends throughout the Lower Peninsula of Michigan, with the administrative offices (commonly referred to as Central Support Services or "8131") in Detroit. New programs of service continue to be added as needs are identified. As a not-for-profit organization, the work of Samaritas is dependent upon and supported by a wide variety of private, church-related, and governmental funding sources.

Church Affiliation

Samaritas is a Social Ministry Organization of the Evangelical Lutheran Church in America (ELCA), serving the North/West Lower Michigan and Southeastern Michigan Synods.

Governance and Advisory Volunteers

An elected Board of Directors composed of a diverse group of volunteers from around the state meets four times a year to guide the work of Samaritas. In addition, some Samaritas service sites have advisory committees of volunteers that provide counsel on improving services.

Your Role

The efforts of Samaritas involve many volunteers and employees, all of whom, individually and interdependently, are vital to our shared mission of providing the highest possible quality of service.

You are one of those vital people.

You are one of Samaritas' most important and valued resources.

You are the most direct link to the people we serve.

You make the ministry of Samaritas happen.

Samaritas Programs / Areas of Service

Samaritas serves over 20,000 people every year through programs spanning across 96 service sites throughout the lower peninsula. Services are provided both in residential service sites and within the community. Below is the list of services currently provided by Samaritas:

Affordable Living: Samaritas believes that no matter their budget, every person deserves a healthy, beautiful, and comforting place to live. With 17 affordable living communities across the Lower Peninsula, Samaritas offers housing even for those on a fixed income. Each of Samaritas' communities features its own unique blend of residences, amenities, programs, and healthcare services. Our Affordable Living communities serve seniors, families, and persons with disabilities.

Behavioral Health and Substance Use: Samaritas provides an expansive continuum of care for mental health and substance use disorders. Our team operates on a person-centered, evidence-based, and team approach for clients of any age. Our range of services can include individual, family, and group counseling; peer recovery coaching; case management, psychiatric, and Medication-Assisted Treatment.

Disability Support: We serve individuals with developmental/intellectual disabilities (DD/ID), including individuals with autism, down syndrome, mental illness, and other DD/ID diagnoses. This support is achieved by providing a licensed home and care for individuals or by providing community living support services in a person's own home.

Family Center: Our shelter on Michigan Avenue in Westland, MI is a partnership between Samaritas and Wayne County, offering emergency shelter for homeless families. At our Westland Family Center, we welcome two-parent families, single mothers or fathers with children and pregnant women.

Family Preservation: Through Samaritas' Family Preservation programs, we seek to guide parents toward creating a satisfying, nurturing home life for the entire family and to keep children in their natural setting with their biological parents without the need for Child Protective Services (CPS) involvement.

Foster Care: As the largest private statewide foster care agency in Michigan, Samaritas serves over 1,600 children in foster care every year who have been removed from their homes because of risk of neglect or abuse. Samaritas takes families through the foster care licensing process and provides ongoing services while a child is placed in the care of the foster home.

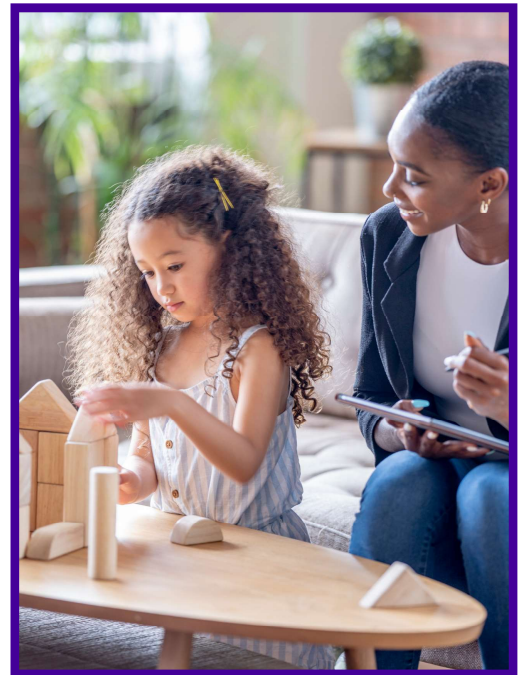
Samaritas Programs / Areas of Service

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Legacy Adoption Services: Formerly Lutheran Adoption Service, Legacy Adoption Services (LAS) is a jointly owned subsidiary corporation of Samaritas and Wellspring Lutheran Services (formerly Lutheran Child and Family Services of Michigan). Both agencies handled adoptions individually in Michigan for many years. In 1977, the agencies agreed to join forces to provide more loving, forever homes for children in foster care who needed permanent placement. Since its partnership inception, LAS has found homes for thousands of Michigan foster care youth.

New Americans: As the largest refugee resettlement agency in the state, Samaritas has resettled thousands of people from dozens of countries in Europe, Asia, Africa, the Middle East, and Central and South America. Samaritas provides both resettlement and post-resettlement services in southeast and west Michigan.

Refugee Foster Care: Samaritas' Refugee Foster Care Program serves unaccompanied refugee minors and unaccompanied children who lost or were separated from their families while fleeing their home countries. Samaritas connects them with loving foster homes in Michigan, giving these children the opportunity and support they need to pursue a safe and bright future in their new community.



II. Types of Volunteers

Volunteers are a key part of the team that provides Samaritas services. As a volunteer with Samaritas, you may have the opportunity to mentor a youth, deliver food to a refugee family, spruce up the garden/grounds of a service site, plan a fun event for families experiencing homelessness, or host a game night for seniors – to name just a few possible activities. What's important is that no matter how you choose to volunteer, know that you are making a difference in the lives of people in need, creating ripples of transformation in our communities.

Volunteer Definitions

Volunteer: a person freely offering their time and talent at no cost to specific service sites and needs on behalf of Samaritas, serving in such capacities as advisory or governance board and committee members, one-time projects, or regularly scheduled tasks, Samaritas support group functions, or periodic assistance roles.

Regular (Ongoing) Volunteer: a volunteer providing a specific and consistent service over a period of time (such as an intern, mentor, tutor, pastoral care volunteer, or another volunteer with regular and recurring contact with clients and/or specific programs).

- While many volunteers provide one-time or periodic casual assistance, those who commit to regular, defined service are assigned to a specific volunteer position and considered "regular" volunteers. Such positions have a written position description, which states the essential functions, qualifications, responsibilities, commitment, and reporting relationships. In all situations, volunteers are provided guidance by Samaritas staff and are expected to follow the guidelines of this Volunteer Handbook.
- It is the volunteer's responsibility to inform the volunteer supervisor/liaison if at any time he or she is unable to perform the functions or meet the requirements of the assigned position description. Additionally, any arrest or conviction under a criminal statute must be reported to your service site administrator (or supervisor/liaison) immediately. Volunteer involvement may be suspended while a pending case is being resolved.

Occasional Volunteer: a volunteer providing services on a one-time or infrequent basis (persons who attend social events or open functions are not considered volunteers).

Group Volunteers: volunteers providing services as part of a structured organization or group. Services can be provided on a regular or infrequent basis.

Intern: a student who is participating in experiential learning through practical application of skills development in a professional setting (i.e. Samaritas).

III. Onboarding and Documentation

Volunteer Onboarding

If you have made the decision to become a volunteer with Samaritas, the volunteer supervisor/liaison for that program will guide you through the steps of the onboarding process, which could include background and driving checks as well as trainings and/or an orientation.

Volunteer Waiver

All volunteers of Samaritas must sign a waiver prior to volunteering. For occasional volunteers (or volunteers participating in a one-time service event), these waivers will often be provided on-site the day of the volunteer activity.

Voluntary Background and Driving Checks

Regular or occasional volunteers who work with children and vulnerable adults will undergo criminal record checks and other appropriate screenings before assignment(s). Background checks are rerun no less than every two years depending on the program.

Volunteer drivers who will be driving organization vehicles or transporting clients additionally must undergo a driving license history check prior to assignment as a driver for the organization.

Note: Volunteer drivers must have good driving records, current proof of insurance and current registration to help ensure safe transportation of Samaritas clients and for other driving on behalf of the organization. All appropriate passenger restraints must be used during transportation as well. All traffic violations must be immediately reported to the supervisor/liaison. Volunteers are only permitted to transport clients when that activity is outlined in their volunteer description.

Orientation, Meetings, and In-Service Training

You will receive an orientation to Samaritas and your assignment at the service site where you have chosen to volunteer. Your participation in service site meetings and trainings to which you are invited is encouraged and may be necessary in maintaining your volunteer status.

Insurance Coverage

Samaritas provides liability insurance coverage for volunteers operating in good faith and within the scope of their responsibilities with Samaritas. Accident and automobile insurance coverage are the responsibility of the volunteer. You are encouraged to consult with your insurance agent regarding your personal insurance coverage relative to community volunteer work. It is a violation of Michigan automobile insurance regulations for an insurance company to raise your rates based on volunteer-related driving.

Maintaining Volunteer Documentation:

Volunteer Files

Your service site maintains your official volunteer documents in your volunteer file. This file is confidential and kept under adequate security. You may review your file by notifying your supervisor/liaison or service site administrator, who will arrange a time for the review. Upon your request, your supervisor/liaison can provide you with copies of the documents in your volunteer file.

Driver's License, Registration, and Insurance

You may be requested to provide updated car insurance/registration/license or I.D. number for your file. If your volunteer activity includes driving, it is mandatory that Samaritas is provided any new/updated copies of your current car insurance, registration, and Driver's License during your time as a volunteer.

Change of Address and Telephone Number

It is important that you notify your supervisor/liaison or service site administrator promptly of any personal information changes such as name, address, telephone number, email, or emergency contact information.

Documentation of Volunteer Services

All volunteer hours must be documented according to the service site's system. Persons who are volunteering with Samaritas to complete a specified number of community service hours are responsible for informing their supervisor/liaison of such requirements, whether those are part of an academic requirement or legal judgment. Any forms or documents that need to be signed or completed to verify the time and service provided by a volunteer must be presented prior to the beginning of any assignments.

Tax Deductions and Expense Reimbursement

Federal tax law provides itemized deductions for the following out-of-pocket expenses as charitable contributions: mileage, parking, uniforms (must be items used only for volunteering) and uniform cleaning (See Internal Revenue Service publication 526 for details and rates). Samaritas service sites are generally unable to reimburse expenses, but they will provide receipts for in-kind contributions and a form to document expenses. If RSVP serves your community, volunteers aged 55 and older may be able to have certain expenses reimbursed by the Retired Senior Volunteer Program. Ask your supervisor/liaison for a referral.

IV. Conduct and Behavior

Code of Conduct

Samaritas and its subsidiaries strive to operate in compliance with applicable laws and appropriate ethical standards. This Code of Conduct contains the principles underlying the policies of Samaritas and provides guidance to all individuals providing services.

All Samaritas staff, volunteers, and vendors are responsible for ensuring that their behavior and activity are consistent with this Code.

Samaritas encourages you to make this Code an integral part of your work. Non-compliance with these or any other organization requirements is unacceptable and subject to corrective action. We welcome your suggestions to ensure our continued progress in meeting these standards.

Your Obligation to Report

Samaritas staff, volunteers, and vendors who have knowledge of facts concerning activities that he or she believes might violate the law, organization policies, or standards of service have an obligation to promptly report the matter to his or her superiors or to the Samaritas Corporate Compliance Officer at the confidential number: 800-572-9565 or by email at corporatecompliance@samaritas.org.

Within the constraints of legal requirements, Samaritas will make every effort to protect the identity of anyone who makes a good-faith report or inquiry. While persons providing information may remain anonymous, complete investigations of complaints may be hampered without contact information. Retaliation or discrimination against individuals complying with this Code of Conduct will not be tolerated.

Standards of Conduct:

Standard No. 1 – Compliance with Laws and Regulations:

The Samaritas staff, volunteers, and vendors will strive to ensure all activity by or on behalf of Samaritas is in accordance with all organization policies, state and federal laws, and service-related regulations.

- Engagement in any business opportunity that requires unethical or illegal activity will not be permitted.
- Fraud, kickbacks, or bribes will not be tolerated.
- Reports provided to any federal, state, or local government agency will be filed accurately and in conformance with the applicable laws governing such reports.
- All service provisions will be appropriately documented.

Code of Conduct

Continued

Standard No. 2 – Conflict of Interest:

All Samaritas staff, volunteers, and vendors will conduct activities in a manner that is in the best interest of Samaritas in furtherance of its charitable, tax-exempt mission. Any apparent conflict of interest is to be treated as if a conflict in fact exists and is discussed with supervisory personnel.

- Engaging in any activity, practice, or act, which appears to conflict with the interests of Samaritas, will be avoided. Any appearance of impropriety when dealing with referral sources will be avoided.
- Samaritas will choose to do business with individuals and companies only based on the best interests of the Agency. No favoritism or preference will be given to anyone at the expense of Samaritas.
- The exchange of cash gifts in any amount, between Samaritas staff/volunteers and vendors is strictly prohibited. (This in no way precludes charitable gifts to the agency.)
- The acceptance of a non-cash gift of more than nominal value (\$75 or greater) from a vendor, including vendor-funded travel, is prohibited. Attendance at vendor-sponsored events with food, beverages, and entertainment is permitted within reasonable limits.
- Samaritas staff/volunteers shall not accept tips or gifts of any kind or size from persons served or their families intended for private use. However, gestures of appreciation that can be shared with the entire staff may be accepted. (This in no way precludes charitable gifts to the agency.)

Standard No. 3 – Quality of Care/Services:

Quality is everyone's responsibility. A commitment to quality is linked to an individual's ethical standards. Compromising quality shortchanges the people we serve. Compassionate and competent care will be provided by qualified staff utilizing the tenets set out in our Mission Statement.

- The confidentiality and related documentation of each person served will be protected.
- Appropriate care based on individual needs will be provided, without regard to race, religion, national origin, age, gender, sexual orientation, disability, or any classification protected by law.
- Service and care consistent with recipient/resident rights and Samaritas's policies and procedures will be provided.

Standard No. 4 – Integrity of Business Practices:

Samaritas and its staff will conduct business with integrity and in accordance with ethical standards.

- Personal use of Agency or custodial property, or that of those we serve is strictly prohibited.
- Every reasonable precaution will be taken to ensure that our billing and coding are in compliance with our policies and applicable federal and state laws.
- Any payment received that is not due to Samaritas in accordance with regulations to the best of our knowledge and understanding will be refunded.
- Payments and other transactions will be properly authorized and documented in the books and records.
- Reasonable caution will be used to protect and safeguard all property belonging to Samaritas and persons served.
- Supplies and drugs will be safely secured, and missing supplies will be promptly reported to supervisors.

Code of Conduct

Continued

Standard No. 5 – Human Resources:

Samaritas will comply with applicable labor and related laws that regulate Samaritas staff, volunteers, and vendors. Contact the office of Human Resources if you need assistance in finding the appropriate human resource policy.

Standard No. 6 – Environmental Safety and Safeguarding of Property:

Samaritas will comply with environmental laws and regulations, and is committed to promoting the health, safety, and privacy of staff and persons served as well as conserving natural resources.

- Applicable health and safety requirements will be followed in the planning of facilities and the running of all equipment, operations and the establishment of procedures.
- Appropriate procedures for the proper handling and disposal of hazardous, infectious, and medical waste will be utilized, and vendors hired to dispose of such materials will be requested to do so in a proper manner.

Behavioral Conduct

Safety First

Samaritas is committed to providing a safe and healthy environment for all volunteers and employees as well as for the people we serve. Should you suffer an accident or injury at work, report it immediately to your supervisor/liaison. If you volunteer in a residential care center, trained staff may administer first aid. If the injury requires treatment beyond first aid, your supervisor/liaison will direct you to a clinic or your own physician. In either case, an incident report must be completed.

The following expectations apply to all Samaritas volunteers:

1. Use all safety equipment appropriate to the work
2. Work in a manner that will not cause injury to self and others
3. Follow all health and safety rules and regulations
4. Report all injuries and accidents honestly and thoroughly
5. Identify and report hazards

Other service site-specific rules and procedures are detailed at your service site. Please become familiar with them so that accidents and injuries may be prevented.

Each Samaritas service site has an evacuation procedure in case of fire or other emergencies. Drills are conducted on a regular basis to assure familiarity with emergency procedures. Your ability to respond calmly and swiftly will help alleviate fears and excitement of others in your service site that may require assistance.



Behavioral Conduct

Continued

Drug and Tobacco Free

Samaritas' worksites are tobacco-free. Use of drugs or alcohol while on the job represents a potential threat to the interests and work of the organization, and to Samaritas' commitment to provide a safe and healthy work environment and cannot be tolerated. The unlawful manufacture, distribution, possession, or use of illegal controlled substances during work hours or while representing Samaritas are prohibited. A violation may result in termination of the volunteer relationship.

Attendance and Punctuality

The absence or tardiness of any volunteer places a burden upon colleagues and may interfere with the provision of quality service. Attendance and promptness in reporting to service are important. Please notify your supervisor/liaison promptly if you will be absent or late.

Personal Appearance

As a representative of Samaritas, it is expected that your attire and personal grooming be appropriate for business purposes and for maintaining the proper atmosphere at the service site in which you volunteer. Individual service sites may issue specific dress code guidelines.

Confidentiality

Samaritas has a moral and legal obligation to keep confidential all information concerning volunteers, employees, and persons we serve. Unauthorized disclosure of such information is considered a major infraction and will result in the termination of the volunteer relationship. This includes posting information (including photos) about client/administrative information on social media; discussing client/administrative information with others, including friends or family, who do not have a need-to-know and are not cleared by Samaritas background checks; or discussing client/administrative information where others can overhear.

The Rights of Persons Served

All persons served at Samaritas are afforded certain rights and responsibilities while they receive services. You will be trained on these rights and responsibilities and are expected to promote the dignity and respect of persons served by upholding those rights and by reporting any potential violation of those rights to your supervisor/liaison.

Professional Conduct

Samaritas expects staff and volunteers to treat each other, service site visitors, and the persons served with courtesy and respect, and to maintain a pleasant working environment at all times. Hostile language, behavior, or harassment of any kind will not be tolerated.

Behavioral Conduct

Continued

Sexual and Other Illegal Harassment

Sexual and Other Illegal Harassment

Sexual and other illegal harassment of Samaritas volunteers, whether by Samaritas employees or persons associated with the work of the organization such as vendors or other volunteers, is strictly forbidden and is subject to corrective action up to and including dismissal. Sexual harassment includes, but is not limited to:

- unwelcome or offensive sexual advances
- requests for sexual favors
- verbal and physical conduct of a sexual nature
- uninvited touching that has the purpose or effect of creating an intimidating, hostile, or offensive working environment or unreasonably interfering with a person's work performance,
- display of sexually provocative gestures, pictures, or videos.

Other illegal harassment includes references to an individual's age, gender, race, national origin, religion, height, weight, disability, sexual orientation, or any other classification protected by law. If you believe you have witnessed or been subjected to harassment while volunteering, immediately report the alleged act to your service site administrator, service area vice president, or the Vice President of Human Resources.

You have the right to choose a person with whom you are comfortable to discuss such a sensitive issue. You are assured of protection against negative sanctions in reporting an incident of sexual or other illegal harassment. All complaints will be discreetly, and thoroughly investigated and appropriate action will be taken.

Organization Property

Organization property and resources are to be treated with respect and used only for organization business purposes. If you have access to a computer for your work at Samaritas, you should be specifically aware that the e-mail you send and receive is neither confidential nor proprietary and may be viewed by others. You are responsible for the contents of your Internet submissions and e-mail sent by you. Visits to Internet sites or chat rooms might be identified and deemed inappropriate behavior. Unwanted or un-requested e-mail (Spam) received on your computer should immediately be reported to your supervisor/liaison. Unauthorized removal, misuse, or use for personal purposes of organization property is subject to corrective action.

Behavioral Conduct

Continued

Solicitations

Solicitations related to the work of Samaritas, such as annual appeals by the office of Advancement, or recognized organizations, such as the United Way, are permitted and directed by the organization. Participation in such events is wholly voluntary.

All other solicitation by volunteers and employees, including sale of merchandise for schools or charitable events, or solicitations of funds or signatures, require advanced approval by the service site administrator. Sales or solicitation for personal gain are prohibited.

Questions about Conduct

If you need guidance concerning these standards of conduct, are faced with a difficult issue, or believe you are aware of a situation that may be illegal, you are expected to act. As a first step, you are encouraged to talk to your supervisor/liaison. If you are uncomfortable going to your supervisor/liaison or if you do not get advice you can use, you can report the matter to Samaritas' Corporate Compliance Officer at our confidential numbers: (800) 572-9565, (313) 821-7110, or by email at corporatecompliance@samaritas.org.

V. Thank You

From all of us at Samaritas, thank you for giving your time and talent to serve people in need throughout Michigan. We are excited to partner with you to create ripple effects of transformation through our communities – one life at a time.

"Through our volunteers, I have seen smiles a little wider, joy more abundant, and lives a little easier. Thank you is truly not enough. I am so thankful for each one of our wonderful volunteers, especially those whom I get to work directly with through our Co-Sponsor program."

Mackenzie
Samaritas New Americans
Group Coordinator

"Volunteers are vital to our Refugee Foster Care Program. I am very appreciative of their support for the youth in this program. They are role models and friends who are willing to help whenever necessary. The world needs more people like you. Thank you for all you do!"

Stephanie Manning
Samaritas Foster Care Mentor
& Tutor Coordinator



Volunteer Handbook & Code of Conduct

Acknowledgment/ Liability Waiver

I acknowledge receipt of my own copy of the Samaritas Volunteer Handbook & Code of Conduct and have had opportunity to review it with Samaritas staff.

I understand that the Volunteer Handbook summarizes principles underlying Samaritas policies and expectations concerning volunteerism and is supported by the Samaritas Corporate Compliance Program. Samaritas reserves the right to modify policies, procedures, and the Volunteer Handbook & Code of Conduct as necessary.

I understand that my volunteer relationship with Samaritas is discretionary and may be terminated by Samaritas with or without cause and with or without notice.

I also understand that no person has the authority to waive or vary any of the above or to make any direct or indirect promises related to an ongoing volunteer relationship, except by a written agreement signed by the CEO of Samaritas.

1. By signing this Waiver and Release of Liability (Agreement), I waive and release Samaritas, its agents, servants, employees, insurers, successors, and assigns from any and all claims, demands, causes of action, damages, or suits at law and equity of any kind, including but not limited to claims for personal injury, property damage, medical expenses, loss of services, on account of or in any way related to or growing out of my presence or involvement at the facility.

This waiver and release is intended to and does release Samaritas from any and all liability for damages or injuries on account of or in any way related to or growing out of my negligence, the negligence of third parties, and Samaritas 's negligence. This is not intended to release Samaritas from any liability resulting from their intentional conduct.

I further covenant and agree not to institute any claims or legal action against Samaritas for any claim released by this Agreement. I further agree that should any claim be made against Samaritas in violation of this Agreement, including but not limited to derivative claims, I will protect, defend, and completely indemnify (reimburse) Samaritas for any such claim and expenses including attorney's fees and costs incurred by Samaritas in defending themselves or security indemnity hereunder.

2. I understand that Samaritas is not responsible for any lost, stolen, or damaged valuables or property.

3. I acknowledge that I have received and read a copy of the current rules and regulations governing the use of the facility. I agree that I will fully comply with all rules and regulations and with any amendments.

4. I understand that Samaritas volunteers who have knowledge of facts concerning activities that he or she believes might violate the law, organization policies, or standards of service have an obligation to promptly report the matter to his or her superiors or to the Samaritas Corporate Compliance Officer at the confidential number: 800-572-9565 or by email at corporatecompliance@samaritas.org.

I have read the Agreement and understand that by signing the Agreement I have consented to be bound by its terms, including the waiver/release of any legal right I may have to sue Samaritas for any costs they incur because a claim or legal action is brought in violation of this Agreement. I agree any violation of the Agreement and its terms and conditions, as determined by Samaritas, will void and terminate this Agreement and may result in loss of the ability to use the facility.

I am signing this Agreement freely, voluntarily, and competently and am at least eighteen (18) years of age.

Volunteer Signature

Date

Supervisor Signature

Date