



VOLUNTEER GUIDELINES

Thank you so much for choosing to volunteer with United Way's Hands On Charlotte.

Our mission is to inspire, equip and mobilize a diverse corps of volunteers to strengthen our community.

We can only achieve our mission and support our partner agencies if volunteers commit to these volunteer guidelines. Thank you in advance for your partnership!

CANCELLATION POLICY

Schedules change! Life happens! We understand! However, we ask that when you need to cancel a volunteer project for which you've registered, that you always remove yourself from any volunteer project through the Hands On Charlotte website. We know that no one skips a project intentionally.

However, please keep in mind that when volunteers do not show up for projects as scheduled or cancel with little notice, it inconveniences the people/agencies we are trying to help; harms our relationships with our partner agencies; makes it very difficult for our Volunteer Leaders to manage projects; and prevents available volunteers from registering.

What to do if it's within 24 hours from a project and you can no longer attend.

There are two steps to take in the event of a late cancellation! 1) Remove yourself from the project, and 2) Call or text the Volunteer Leader to let him/her know. This is extremely helpful to Hands On Charlotte staff and Volunteer Leaders!

What happens if you repeatedly cancel within 24 hours?

Your account may be suspended. In order to register for projects through the Hands On Charlotte calendar, volunteers must attend at least two-thirds (67%) of the projects for which they register. If your schedule is unpredictable or you do not regularly check email, please consider whether the Hands On Charlotte volunteer program is a good fit for you.

What happens if you were registered for a project and are not verified as "ATTENDED" by the Volunteer Leader?

We will send a follow-up email. Please respond and confirm your attendance; sometimes we make mistakes.

FAMILY VOLUNTEER POLICY

Parents/Guardians must be present and actively participate with their children (ages 6-17 years) during the entire duration of the project. Children cannot be dropped off at projects.

MEDIA/PHOTO POLICY

Due to strict privacy laws, volunteers are not permitted to take photos/videos of agency clients/residents. No posting pictures online. This includes Twitter, Facebook, Snapchat, Instagram, etc.

COURT-ORDERED VOLUNTEERS

Hands On Charlotte (HOC) does not accept court-ordered or lawyer-recommended volunteers, but we would be happy to refer you to agencies that do.