

Welcome!

We are so happy that you're considering volunteering with us. This quick handbook will answer our most frequently asked questions and provide the details you need to take the next step in applying to volunteer.

Our Mission

Pathways to Housing PA empowers unhoused people with disabilities to reclaim their lives through providing stable housing, supportive services, and a caring community.

Through our signature Housing First program, we provide homes and comprehensive wrap-around services for people who have experienced chronic homelessness and suffer from a disability. We provide housing without any preconditions, followed by supportive treatment services to ensure that each participant remains stably housed.

In addition, we operate the Philadelphia Furniture Bank (PFB) and Good Haul at our warehouse in Kensington. PFB furnishes homes for more than 1,000 individuals and families annually who are working with a local nonprofit as they exit homelessness. Furniture is donated by both businesses and individuals and stored in our warehouse until chosen to complement one of our client's homes.

Because we operate at a deficit to ensure we're keeping furniture accessible to those in need, we launched a junk hauling social enterprise in 2022 to generate revenue to be reinvested in PFB. All furniture picked up from Good Haul customers is donated to PFB, and other useable goods are donated to nonprofit partners to reduce waste.

Volunteer Expectations

Please note, volunteers must be at least 18 years of age. Children are not allowed in the warehouse for safety reasons.

There are several different options for volunteering with us at the Philadelphia Furniture Bank. Job descriptions are listed in the next section to explain what types of tasks we are hoping volunteers can help us with. However, our expectations of volunteers remain the same regardless of the task or position:

- Volunteers are expected to cooperate with staff and follow all instructions and directives given by a member of the staff.
- Volunteers must be 18 years of age and must wear closed-toe shoes at all times.
- Volunteers are expected to remain alert and substance-free while volunteering.

- Volunteers must act professionally with honesty, integrity, self-control, and accountability.
- Volunteers must abide by the agency code of ethics, code of conduct, and harassment and anti-bullying policies, which are included as an attachment to this document.
- We ask that volunteers honor their commitment to volunteering and be reliable in scheduling and attending shifts.
- Volunteers must keep all communications confidential regarding both member agencies and clients.

In return, we commit to the following:

- We will respect your time.
- We will provide a welcoming and kind workplace.
- We will provide guidance and direction to all volunteers.
- We will recognize and appreciate your work.
- We will support your right to say no to projects and tasks that make you uncomfortable.

Volunteer Job Descriptions

Personal Shopper

The Philadelphia Furniture Bank relies heavily on personal shopping volunteers in order to help our clients choose furniture for their new homes. Tasks include:

- Conduct initial intake appointments with clients and their case managers to double check all information regarding the referral and record any additional information.
- Accompany clients and their case managers as they shop for furniture in our warehouse and record items chosen.
- Utilize Salesforce, a data system, via an iPad to track required information during each appointment to ensure that inventory and client data is appropriately recorded.
- Assist warehouse staff with identifying furniture chosen by each client.
- Providing a safe and welcoming space for clients and their case managers as they take the final step on their journey to a new home.

Sorting Assistant

The Philadelphia Furniture Bank relies on sorting assistant volunteers to ensure that items received from Good Haul are properly identified and can be used at PFB or sent on to partner agencies. Tasks include:

- Categorizing items collected from Good Haul pick-ups.
- Repacking items to be delivered to partners such as Habitat for Humanity Restore, Circle Thrift, etc.
- File documents in the appropriate locations and assist with other general office tasks.

Warehouse Assistant

The Philadelphia Furniture Bank relies on warehouse volunteers in order to ensure that we are able to efficiently pick up donations and deliver furniture to clients at their new homes. Tasks include:

- Load and unload furniture from our trucks
- Organize furniture within the warehouse
- Stage orders for delivery
- Repair, paint, and assemble furniture as needed
- Keep warehouse clean and organized

Applying to Volunteer

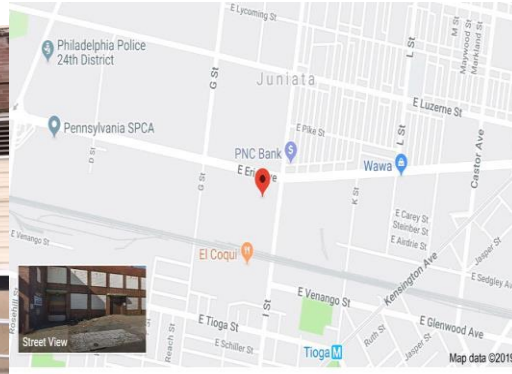
To apply to volunteer at our warehouse, please complete and submit an application at pathwaystohousingpa.org/volunteer.

- Please specify what type of volunteer opportunity you are interested in: groups or individually.
- Once your form has been submitted, a member of our team will contact you within 2 business days to provide access to our mandatory volunteer orientation, which can be completed on your own timeline via a virtual learning system.
- After your orientation is completed, you will receive a link to schedule your first shift. All volunteer shifts must be scheduled in advance.

Warehouse Details

Location

The Philadelphia Furniture Bank is located at: **3650 I Street Philadelphia, PA 19134.**



The warehouse is a 10-minute walk from Tioga Station on the Market Frankford line and one minute walk from the 56 Septa bus stop at Erie Avenue & I Street.

There is typically plenty of free street parking around the blocks surrounding the Philadelphia Furniture Bank, particularly on I Street and on Venango Street. There is also a small number of parking spaces directly in front of our door.

Restrooms are located on the premises as well as a break table, refrigerator, and microwave should you wish to bring lunch.

What to Wear

The Philadelphia Furniture Bank is housed inside of a warehouse that is difficult to heat in the winter and cool in the summer, so volunteers are asked to dress accordingly. We recommend comfortable clothing with the understanding that it may get dirty, stained, ripped, or distressed throughout the day due to manual labor. Volunteers must wear closed toe shoes at all times.

Personal Belongings

Because of the layout of the warehouse and the limited space inside of the office, volunteers are cautioned to bring minimal valuables into the building. We will provide cubbies for storage of personal belongings. The Philadelphia Furniture Bank and Pathways to Housing PA are not responsible for loss of personal property.

Volunteer Shifts

Volunteer shifts are 4 hours in length and are held Monday through Wednesday between the hours of 10:00am-3:00pm.

Holiday Schedule

Pathways to Housing PA and the Philadelphia Furniture Bank are closed for several holidays throughout the year; therefore, volunteer opportunities are not available on the following days:

- New Year's Eve

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day

Contact Information

For scheduling and volunteer questions contact:

Angelique Seth

Development Associate and Volunteer Coordinator

Phone: 215-390-1500 ext. 1020

Email: volunteer@pthpa.org

For questions about the Philadelphia Furniture Bank:

Phone: 215-291-9830

Email: pfbreferrals@pthpa.org

Thank You!

The Philadelphia Furniture Bank opened in December 2014 with the belief that no child should sleep on the floor, no family should be without a dinner table, and everyone should have a place to store clothes and treasured belongings. With your help, the Furniture Bank solves these issues for individuals and families moving out of homelessness in Philadelphia.

We could not do what we do without the support of volunteers, both groups and individuals. The extra hands that ensure that our participants have a personal shopper with them as they choose furniture for their new home, ensure that furniture that has been painted or repaired or put together, and ensure that deliveries are made and inventory is organized – they're invaluable. We truly thank you for being a part of the Pathways team!

Code of Ethics

As a nonprofit organization at the forefront of housing the homeless, Pathways to Housing's policy is to uphold the highest legal, ethical, and moral standards. Our donors and volunteers support PTHPA because they trust us to be good stewards of their resources, and to uphold rigorous standards of conduct.

The continued success of PTHPA is dependent upon our participant's trust and we are dedicated to preserving that trust. Employees owe a duty to PTHPA customers to act in a way that will merit the continued trust and confidence of the public.

PTHPA will comply with all applicable laws and regulations and expects its managers, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter will be discussed openly with your immediate supervisor and, if necessary, your department head or Human Resources for advice and consultation. Compliance with this policy is the responsibility of every PTHPA employee.

Code of Conduct

It is the policy of PTHPA to Employees are expected to treat participants and their families, contractors, vendors, visitors, and other employees in a professional, courteous, and respectful manner at all times.

Employees will remember that the needs of PTHPA participants and their families come first and they are entitled to the same thoughtful treatment that an employee would like to receive. Participants and their families will not be treated in a condescending, unprofessional, disrespectful, or impolite manner and will never be kept waiting for an unreasonable amount of time.

When a participant or their family, contractor, vendor, or visitor approaches an employee with a question, request or concern, the employee will give the matter their immediate and professional attention. If a participant or their family, contractor, vendor, or visitor becomes abusive or argumentative and the employee cannot properly handle the situation, the employee will immediately contact their supervisor or designee.

Code of Conduct: It is our policy to prohibit employees from engaging in disruptive activities that prohibit the agency from functioning efficiently. In all work activities and related personal

interactions, employees are expected to conduct themselves according to a high standard of professional behavior.

PTHPA retains the right to terminate an employee at any time. The following are examples of the kind of conduct that can lead to immediate discharge, without recourse to progressive discipline or grievance procedures. Depending on the circumstances, such conduct may also result in a warning notice, suspension, or demotion.

- Failing to perform all duties in good faith and to the best of one's ability.
- Developing inappropriate relationships with participants.
- Participant abuse.
- Participant neglect.
- Fighting or using obscene, abusive, or threatening language or gestures.
- Violating PTHPA's nondiscrimination and/or anti-harassment policy.
- Soliciting or accepting gratuities from participants.
- Soliciting or accepting anything of more than nominal value (i.e., 25 per year in the aggregate) from any person or entity that has an interest in influencing how PTHPA operates. If any gift is accepted in accordance with this rule, the employee must promptly report it to their immediate supervisor.
- Failing to disclose a conflict of interest or apparent conflict of interest with PTHPA; for example, a relative's financial interest in a vendor or a familial relationship with a participant.
- Attempting to obtain unlawful favor with any person or entity by giving anything of value.
- Purporting to speak on behalf of PTHPA without proper authority.
- Excessive absenteeism or tardiness.
- Excessive, inappropriate, or unauthorized use of PTHPA's supplies or property.
- Theft or destruction of property belonging to co-workers, participants, or PTHPA.
- Disregarding safety or security regulations.
- Insubordination.
- Failing to participate in mandated training.
- Failing to maintain the confidentiality of PTHPA's or participant information in accordance with PTHPA's policies and applicable law.
- Inappropriate use of PTHPA's communication systems for personal purposes.
- Falsification of records, omission of pertinent facts, or giving false testimony.
- Knowingly submitting claims to the Medicaid program or other third-party payers or participants for services not rendered.
- Knowingly submitting inaccurate, misleading or incomplete Medicaid or other third-party payer cost reports.

- Knowingly failing to seek payment from other insurers or government programs that provide coverage to a participant before billing Medicaid.
- Improper use of e-mail, voicemail, or computers.
- Knowingly making false accusations of misconduct.
- Retaliating against any employee for reporting any form of harassment, discrimination, or other unlawful conduct.
- Solicitation of employees for donations or purchases, or the circulation of petitions or other literature on PTHPA property during working time.
- Doing personal work on PTHPA time without prior permission.
- Loafing, sleeping, wasting time, or being out of one's work area during work time, without prior permission.
- Covering up mistakes or faulty work.
- Obtaining improper personal benefit by virtue of one's employment at PTHPA, for example by using PTHPA's confidential or proprietary information.
- Failing to follow ethical standards for any research undertaken or for any aspect of a grant.

Immoral or illegal conduct as exemplified but not limited to those items below:

- Conviction of a crime involving breach of trust or moral turpitude.
- Engaging in illegal manufacture, possession, use, sale, distribution, or transportation of drugs.
- Gambling on PTHPA's property, PTHPA work site, while on duty or in the presence of participants.
- Use, possession, or being under the influence of controlled substances (other than drugs for which an employee has a valid prescription and are currently under a physician's care) while on duty or on business time.
- Unauthorized possession of weapons on our premises or while on business.

If an employee is uncertain if an action, omission, or practice is lawful or in accordance with PTHPA policies, they are required to seek guidance from their immediate supervisor, the Vice President of Human Resources, or the Chief Executive Officer.

Participant Relationship: While PTHPA strives to maintain a home-like setting for the participants, the formation of close personal relationships with participants is strongly discouraged. Such relationships under certain circumstances may represent a conflict of interest as well as invite legal problems for both PTHPA and the employee. In the event that an employee cannot maintain an appropriate relationship with the participant, or if the participant

cannot maintain an appropriate relationship with the employee, it is the responsibility of the employee to immediately bring the issue to the attention of their supervisor.

As it would be difficult to anticipate every situation which could be covered by this policy, each employee is expected to exercise individual judgment as to whether or not a particular situation or set of circumstances is appropriate or could give the appearance of a conflict of interest. If a particular situation or request by a participant raises a question with respect to this policy, employees are strongly urged to discuss the circumstances with their immediate supervisor.

Applicable corrective action will be applied to any violation of this policy.

Harassment and Anti-Bullying Policy

It is the policy of PTHPA to maintain a work environment where everyone is treated with respect and dignity. All workplace relationships will be professional and free from harassment, unlawful bias and other offensive conduct.

PTHPA will not tolerate:

- Harassment based on race, color, gender, national origin, age, sexual orientation, disability, religion, and any other form of harassment based on classifications protected under federal, state, or local laws;
- Offensive or otherwise unprofessional behavior which it determines is inappropriate in the workplace, even if it does not amount to unlawful harassment; or
- Harassing conduct even if it is not sufficiently severe or pervasive to meet the legal definition of a hostile work environment.

All employees and applicants at all PTHPA locations are protected by this policy. This policy prohibits harassment not only by or towards employees, but also by or towards participants, patent families, vendors, contractors, suppliers, visitors, trades people, and other non-employees of PTHPA.

Harassing Conduct – General: Harassment may consist of verbal, physical, or visual conduct that relates to race, color, gender, national origin, age, sexual orientation, disability, religion, and any other protected classification or any other conduct which has the purpose of affecting or interfering with work performance or creating an intimidating, hostile or offensive work environment.

The following are examples of general harassing conduct, by way of illustration and not limitation, as it is not intended to set forth all types of prohibited conduct. Examples include but are not limited to:

- Epithets, slurs, or threatening, intimidating or hostile acts that relate to race, color, gender, national origin, age, sexual orientation, disability, religion, any other protected classification or any other reason;
- Written or graphic material on the premises of PTHPA that reflects hostility or aversion towards an individual or group because of race, color, gender, national origin, age, sexual orientation, disability, religion, any other protected classification or any other reason.
- Harassing Conduct – Sexual: Sexual Harassment will not be tolerated and PTHPA intends to vigorously enforce this prohibition. As part of PTHPA nondiscrimination policy, it is unacceptable for any employee, male or female, to sexually harass another individual in the workplace or at any off-duty employer sponsored event.
- Sexual harassment conduct includes, by way of illustration and not limitation:
- Making unwelcome sexual advances or requests for sexual favors.
- Making submission to or rejection of such conduct the basis for employment decisions affecting the employee.
- Creating an uncomfortable, intimidating, hostile or offensive work environment by verbal, visual, or physical conduct of a sexual nature.
- Examples of conduct which would violate this policy include but are not limited to:
- Repeated flirtations;
- Sexual advances or propositions;
- Pressure for sexual favors;
- Jokes, stories, comments or derogatory words used to describe or refer to a person;
- Leering, whistling or sexually suggestive conduct;
- Display in the workplace, or while on PTHPA business, of sexually explicit or suggestive objects; and
- Inquiries into or descriptions of one's sexual experience or activities.

PTHPA expressly prohibits any employee from explicitly or implicitly linking any term or condition of employment to sexual or romantic conduct, even if the conduct is consensual. Supervisors and managers are responsible for taking all reasonable steps to stop any actions which they consider sexually harassing or are used to create a hostile environment and further to report same to the Human Resources Director.

Anti-Bullying: Pathways defines bullying as repeated, health-harming mistreatment of one or more people by one or more perpetrators. It is abusive conduct that includes:

- Threatening, humiliating or intimidating behaviors.
- Work interference/sabotage that prevents work from getting done.
- Verbal abuse.

Such behavior violates Pathways Code of Ethics, which clearly states that all employees will be treated with dignity and respect. Pathways considers the following types of behavior examples of bullying:

- Verbal bullying: Slandering, ridiculing or maligning a person or his or her family; persistent name-calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
- Physical bullying: Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property.
- Gesture bullying: Nonverbal gestures that can convey threatening messages.
- Exclusion: Socially or physically excluding or disregarding a person in work-related activities.
- Social Media: Employees often write social media posts to vent their frustrations or to express anger at a situation or a co-worker. Even when names are not used or events are described in a general way, it can be obvious as to who or what the person is referring to.

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

- Persistent singling out of one person.
- Shouting or raising one's voice at an individual in public or in private.
- Using obscene or intimidating gestures.
- Not allowing the person to speak or express himself or herself (i.e., ignoring or interrupting).
- Personal insults and use of offensive nicknames.
- Public humiliation in any form.
- Constant criticism on matters unrelated or minimally related to the person's job performance or description.
- Public reprimands.
- Repeatedly accusing someone of errors that cannot be documented.
- Deliberately interfering with mail and other communications.
- Spreading rumors and gossip regarding individuals.
- Encouraging others to disregard a supervisor's instructions.
- Manipulating the ability of someone to do his or her work (e.g., overloading, under loading, withholding information, setting deadlines that cannot be met, and giving deliberately unreasonable instructions).
- Assigning menial tasks not in keeping with the normal responsibilities of the job.
- Taking credit for another person's ideas.
- Refusing reasonable requests for leave in the absence of work-related reasons not to grant leave.

- Deliberately excluding an individual or isolating him or her from work-related activities, such as meetings.
- Unwanted physical contact, physical abuse or threats of abuse to an individual or an individual's property (defacing or marking up property).

Individuals who feel they have experienced bullying should report this to their supervisor or to Human Resources before the conduct becomes severe or pervasive.

Reporting Complaints: PTHPA encourages individuals who believe that they are being or have been harassed to firmly and promptly notify the offender that their behavior is offensive and unacceptable. If this approach is not possible or does not resolve the problem, the following steps will be followed to report a complaint of harassment.

Any employee who feels that they have been a victim of harassment by any other employee, supervisor, participant, visitor, or any other person in connection with their employment at PTHPA will bring the matter to the immediate attention of their supervisor or department head. Upon being notified, the employee's supervisor or department head will immediately notify the Human Resources Director.

If the employee is uncomfortable, for any reason, with bringing the matter to the attention of their supervisor or department head, or is not satisfied after doing so, the problem can be reported directly to the VP of Human Resources.

An employee who observes or has knowledge of harassment in any form has a responsibility to promptly report these concerns to their supervisor or department head. Upon being notified, the employee's supervisor or department head will immediately notify the Human Resources Director.

Investigation and Resolution of Complaints: PTHPA will investigate all reports of conduct prohibited by this policy as quickly as possible and also take prompt corrective action. Investigations will be conducted in as confidential a manner as permitted by the circumstances.

Any employee who is found to have engaged in any prohibited conduct will be subjected to appropriate corrective action. The appropriate corrective action will depend upon the particular facts and circumstances of the situation, as determined through the investigation findings of the complaint. Equally, anyone who files what is determined to be a false report will be subject to appropriate corrective action.

Due to the need for PTHPA to protect the confidentiality of employees and applicable information source, full disclosure of the outcome of the investigation and corrective activities may not be possible. It will depend upon the specific circumstances of the situation.

The employee who made management aware of the harassment will be informed verbally and in writing by Human Resources that the investigation has been concluded and about any relevant information. Human Resources may communicate additional information to individuals involved in the investigation process verbally and/or in writing as considered appropriate.

Retaliation against an individual who has reported a violation of this policy or who has cooperated with an investigation of a reported violation is also prohibited, and will not be tolerated.

Sexual Orientation and Gender Identity (SOGI) Discrimination: The law forbids sexual orientation and gender identity discrimination when it comes to any aspect of employment, including hiring, firing, pay, job assignments, promotions, layoff, training, fringe benefits, and any other term or condition of employment.

SOGI Discrimination & Harassment: It is unlawful to subject an employee to workplace harassment that creates a hostile work environment based on sexual orientation or gender identity. Harassment can include, for example, offensive or derogatory remarks about sexual orientation (e.g., being gay or straight). Harassment can also include, for example, offensive or derogatory remarks about a person's transgender status or gender transition.

Although accidental misuse of a transgender employee's name and pronouns does not violate Title VII, intentionally and repeatedly using the wrong name and pronouns to refer to a transgender employee could contribute to an unlawful hostile work environment.

While the law doesn't prohibit simple teasing, offhand comments, or isolated incidents that aren't very serious, harassment is unlawful when it is so frequent or severe that it creates a hostile work environment or when it results in an adverse employment decision (such as the victim being fired or demoted). The harasser can be the victim's supervisor, a supervisor in another area, a co-worker, or someone who is not an employee of the employer, such as a client or customer.

SOGI Discrimination & Employment Policies/Practices: As a general matter, an employer covered by Title VII is not allowed to fire, refuse to hire, or take assignments away from someone (or discriminate in any other way) because customers or clients would prefer to work with people who have a different sexual orientation or gender identity.

Employers also are not allowed to segregate employees based on actual or perceived customer

preferences. (For example, it would be discriminatory to keep LGBTQ+ employees out of public-facing positions, or to direct these employees toward certain stores or geographic areas.) Prohibiting a transgender person from dressing or presenting consistent with that person's gender identity would constitute sex discrimination.

Courts have long recognized that employers may have separate bathrooms, locker rooms, and showers for men and women, or may choose to have unisex or single-use bathrooms, locker rooms, and showers. The Commission has taken the position that employers may not deny an employee equal access to a bathroom, locker room, or shower that corresponds to the employee's gender identity. In other words, if an employer has separate bathrooms, locker rooms, or showers for men and women, all men (including transgender men) should be allowed to use the men's facilities and all women (including transgender women) should be allowed to use the women's facilities.

SOGI Discrimination & Retaliation: It is illegal for an employer to retaliate against, harass, or otherwise punish any employee for:

- opposing employment discrimination that the employee reasonably believed was unlawful;
- filing an EEOC charge or complaint;
- or participating in any investigation, hearing, or other proceeding connected to Title VII enforcement.

Retaliation is anything that would be reasonably likely to discourage workers from protesting discrimination.