

Neighbors Helping Neighbors Charter

This Charter is made to provide guidelines for our community service and protection of our Volunteers and our Neighbors whom we serve.

The 6 key principles

1. **My volunteer activity is a freely made choice made by me.** If there is any compulsion, threat of sanctions or force, then any such activity is not volunteering
2. **As a volunteer I will receive no financial reward for my time;** no one should be prevented from volunteering due to their income, any costs you think you may incur will be communicated to Operations BEFORE providing assistance.
3. **I will follow all the published safety precautions when performing services for my neighbors.** I will practice Safe-Distancing, cleanliness, washing my hands whenever possible, and use of sanitizer whenever available.
4. **My volunteer activity will not be a substitute for paid workers.** My service is to support my neighbors in need, not to save on paid support or services of any kind.
5. **As a volunteer I will respond.** When I am called for a support mission, I will always have the option to accept or reject the task, but if I accept it, I will complete it, and report the completion to Operations. If there were any problems with the Neighbor or accomplishing the mission, I will report that to Operations.
6. **If the task is different than expected I will ask.** If I arrive at the Neighbor and the task is not what was asked of me, or is beyond my ability, or violates my safety in any way I have the complete control NOT to provide the service and will report the event to Operations.

Support, Safety and Service