



Policies and Procedures Manual

March 2024

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Introduction

This Policies and Procedures Manual is designed to acquaint you with the Carver Center for Families (CCF) and to provide you with information about CCF’s purpose, how it operates, and outline expectations for providers and their respective participants, employees, and volunteers.

You should read, understand, and comply with all provisions of this manual. No policies and procedures manual can anticipate every circumstance or question about policy. As CCF continues to grow, the need for adjustments may arise, and CCF reserves the right to revise, supplement, or rescind any policies or procedures from time to time, as deemed appropriate.

Acknowledgement Form

**Acknowledgement of Receipt of and Agreement to Adhere to
Carver Center for Families Policies and Procedures Manual**

This Policies and Procedures Manual has been prepared for your information and understanding of the policies, philosophies and practices of Carver Center for Families (CCF). PLEASE READ IT CAREFULLY.

I, _____, have received a copy (either access to electronic copy or hard copy) of the CCF Policies and Procedures Manual.

By my signature below, I acknowledge, understand, accept, agree to share this document in its entirety with and educate all employees, regular volunteers of my organization, along with other providers working in collaboration with my organization on the contents of this document, and agree to fully comply with the information contained in CCF Policies and Procedures Manual.

Printed Name Date

Signature Date

A copy of the Acknowledgment Form is located in the Appendix.

CHAPTER I PURPOSE

Mission Statement

The Carver Center for Families (CCF) in Georgetown, Texas is a family resource center (FRC) that nurtures the health and well-being of children, youth, and families, and builds on the strengths of our community's parents, caregivers, and residents, as well as the organizations that support them.

Purpose

The Carver Center for Families is a welcoming hub of support, services, and opportunities for families and community members that:

- Utilizes an approach that is multi-generational, strengths-based, and family-centered.
- Reflects and is responsive to community needs and interests.
- Provides support at no- or low-cost for participants.
- Builds communities of peer support for families to develop social connections that reduce isolation and stress.

Commitment to Collaboration & Shared Values

In order to meet the mission of the Carver Center for Families, participating agencies and staff will work in collaboration, and are committed to defining and actualizing what collaboration looks like at CCF. Participating agencies and staff also commit to upholding the following shared values:

- We believe that strong, resilient families build strong, resilient communities.
- We trust in collaboration and that we work better together: Families, friends, residents, organizations, and community.
- We expect that equality and respect will be modeled in all activities, including planning, governance, and administration.
- We recognize that families are significant resources for their own family members and each other.
- We affirm families' cultural, racial, ethnic, and linguistic identities, and will work to enhance the ability of providers, CCF staff, and CCF clients to navigate a diverse society and to advance equity, inclusion, and access.
- We view ongoing, multi-pronged evaluation as key to learning and improving.
- We will be flexible and continually responsive to emerging family and community issues.
- We recognize that the systems that serve children and families are not always equitable and that it is our responsibility to recognize and address bias and increase equity in service delivery.
- We commit to addressing the systemic issues and limiting the institutional barriers that create the disproportionate reporting of families of color to child protective services.

Definitions

- **GHF** - The owner and asset/property manager.

- **STARRY** - The facility and community manager, i.e., the CCF anchoring organization. The “community” in this definition refers to the community within the Center, including employees, clients, and volunteers of Partners and Affiliates, and visitors.
- **Partner** - Core organization within the Center, essential to achieving its mission, that is also a tenant within the CCF.
- **Affiliate** - Organization that utilizes the CCF space to deliver its programs but may not be essential to achieve the Center’s mission. May or may not be a CCF tenant.
- **Stakeholder** - A funder, community organization, client, resident, or any other member of the Center’s extended community that is invested in its success. Examples of investment may be monetary, volunteering to support the Center’s work, e.g., service on an Advisory Council, and/or organizational partnership to augment and/or improve the scope of CCF’s services and resources.
- **Advisory Council** - Identified stakeholders interested in the success of the Center. Council members are volunteers who serve as advisors and provide guidance to ensure community needs and preferences take priority regarding CCF improvements, programming and events. Groups of stakeholders include:
 - Community members
 - Caregivers, i.e., primary clients of the Center
 - Direct Care Providers

**Overview of Georgetown Health Foundation (GHF) and STARRY Roles and Responsibilities
(For a detailed listing of GHF and STARRY Roles and Responsibilities, see Appendix.)**

GHF - Asset and Property Manager

As Asset and Property Manager, GHF commits to the development and management of the following responsibilities:

- Policies and Procedures
- Operations and Maintenance
- Keep accurate records of contracts, warranties, systems information, etc.
- Troubleshoot emergency maintenance and repairs
- Finance and Budgeting
- Compliance and Reporting
- Capital Needs/Projects
- Leasing and Rent Collection
- Vendor Sourcing and Management

STARRY – Facility and Community Manager

As Facility and Community Manager, STARRY commits to the development and management of the following responsibilities:

- Define CCF Staff Roles and Responsibilities

- Event and meeting room management and scheduling
- Coordinate in-person and virtual center programming
- Communicate with Partners regarding day-to-day operations
- Manage collaborative infrastructure, e.g., listserv, visitor management software, meeting room booking system, etc.
- Support general administration of the Center, including staffing the welcome center, and ensuring that the space is secure and cared for
- Serve as go-to for community members' questions/concerns
- Respond to staff/guest requests, including climate control, clutter, noise mitigation, and other occupancy-related questions or concerns

GHF & STARRY

Working in partnership, GHF and STARRY will jointly manage the following responsibilities:

- Partner Relationships
- Foster relationships with and among community members
- Knowledge of floor plans, including different uses/spaces that exist throughout the CCF

CHAPTER II PARTNER GENERAL POLICIES

CCF acknowledges the dignity and self-esteem of partners/affiliates/clients/participants and their families. Each individual has the right to expect fair, impartial and respectful treatment.

CCF Partners

Expectations of CCF Partners

GHF and STARRY envision all spaces as vibrant and relevant to the CCF mission, and therefore, expect Partners to keep regular office hours and to be accessible.

Review, understand, and sign the acknowledgment agreeing to comply with CCF Policies and Procedures.

Partners of CCF must align with and support the mission of the Center as a condition of occupying space within it. While it is not essential for all Partner staff within the Center to be involved in every activity described below, Partners will be asked to identify a representative from the organization to serve as a consistent participant. Roles and responsibilities include:

Actively participate in the CCF as a member of a learning community:

- Participation includes but is not limited to trainings such as Recognizing and Reporting Abuse, trainings related to the provision of trauma-informed care within the Center, and certification in the National Family Support Network (NFSN) Standards of Quality.
- Once certified in NFSN's Standards of Quality, Partners will participate in subsequent, ongoing evaluation processes and will be held to these Standards in order to maintain their occupancy and deliver their services at the Center. For more information, refer to "About The National Family Support Network & Its Standards of Quality" at the end of this document.
- Attend the quarterly Partner Network meetings to share information, cast vision, and collaboratively plan offerings and activities.
- Partners are encouraged to send 1 representative to the monthly Carver Advisory Council (CAC) meetings. Partner presence is intended to build rapport with the CAC, support the efforts of the CAC, and provide input. Partner representatives are not permitted to vote at CAC meetings.

Commit to creating a warm and welcoming environment at the CCF for all.

Embrace diversity and create equity in program services and delivery.

Collaborate in evaluation processes, i.e.:

- The development of goals with clear metrics related specifically to the individual Partner's work, and

- The development of goals with clear metrics that demonstrate that the Partner is working in collaboration with other entities within the CCF.

Ensure that CCF is a thriving Center simply by being there. As a community hub, Partners are expected to be visible.

Program Expectations

CCF Partners share the understanding that the families we work with are best served when we work together. As partners, we improve our effectiveness through embracing multiple points of view, maintaining open minds, regular communication, and practicing respectful ways of navigating conflict.

CCF Partners embrace the understanding that as we learn more from the people we serve and from each other, we seek opportunities to adjust the ways in which we operate in order to improve our competency and efficiency. We agree to remain flexible, receptive, open to sharing ideas, and sharing appropriate data.

CCF Partners and their representatives will adhere to the CCF Policies and Procedures set forth in this document.

Event Expectations

CCF Partners are comprised of various organizations, each with their own events and programming. There will be overlapping and coinciding events. We need to be courteous and conscientious of each other's event schedules. Reservation requests must be submitted to the Director of the CCF or their designee who will approve or deny the requests, as appropriate. Please make reservations as early as possible prior to the event. Scheduling requirements will be provided by the CCF Director.

CCF Partners planning an event in which all or part of the event will be held outside of each Partner's primary space leased through GHF (including shared spaces, hallways, outdoor spaces, and parking lots) agree to notify STARRY of the event and confirm the dates and space are available. Notifying STARRY is expected prior to any public advertising of the event and should occur at least 60 days prior to the event. The calendar fills up fast, so sooner is better.

CCF Partners also agree to notify the other CCF Partners of their event once the event dates and space needed has been confirmed through STARRY.

CCF Partners agree to share event information, including flyers, with their CCF Partners.

CCF Partners agree to promote the events and services of their fellow CCF Partners, as appropriate.

CCF Partners hosting events that include a community resource/information fair element, agree to invite fellow CCF Partners to participate, as appropriate. Partner participation at events hosted by other CCF Partners is not mandatory, but encouraged.

CCF Partners hosting public events are responsible for setting up and removing tables, chairs, decorations, signs, event supplies, etc. CCF Partners agree to leave the property in good condition, including removing trash, wiping off tables and whiteboards prior to leaving the property.

CCF Partners agree to ensure no damage to the property has occurred during an event they host. Any damage to the property must be reported to STARRY and GHF immediately. The Partner(s) may be financially responsible for damages incurred during an event that they host on the CCF campus. Financial responsibility will be determined by GHF.

CCF Partners wanting to utilize space for fundraising purposes need to discuss with GHF.

Confidentiality

Client/participant confidentiality must be protected unless specific permission from the client/participant to release information to any person or agency is expressly obtained in writing prior to disclosure. Any release of information must be previously authorized in writing by the client/participant, be time specific, and indicate what information is to be shared and with whom. Any association of the client/participant's name with a staff member's name and/or agency affiliation that is disclosed to any third party without client/participant permission constitutes a breach of confidential information. This includes, but is not limited to, written and verbal communication and photographic images featuring the client/participant.

Conflict Resolution

If a conflict arises between CCF Partners, involved parties should first speak to each other in the spirit of compromise and seek a resolution. Should issues arise that cannot be remedied through this process, a concern may be filed with the CCF Director or their designee. When a concern is filed with the CCF Director or their designee, a written acknowledgement will be given to the Partner within three (3) business days. This will immediately initiate a review. Communication regarding the status of the filed concern will be provided to the Partner within seven (7) calendar days. A determination will be made and, if appropriate, action will be taken. Findings and recommendations will be communicated to the Partner as quickly as possible. If the CCF Director is unable to adequately resolve the issue, the CCF Director will consult with GHF. Should a concern arise between CCF Partners and STARRY that is unresolvable or if the CCF Partner feels uncomfortable discussing with STARRY staff, the concern may be filed with the GHF Vice President of Strategic Philanthropy.

Should a conflict arise in which it may be unethical or unlawful for the parties to address their concern directly to one another, the concern should be directed to the GHF Vice President of Strategic Philanthropy to determine the appropriate course of action.

Records Retention

CCF records will be retained for a period of five (5) years after the end of the contract end date or until all litigation, claims or audit findings are resolved, whichever is longer. Files will be destroyed by shredding after receiving approval from the CCF Director and GHF staff.

Social Media & Website

CCF social media platform postings and website updates should be positive, informative, align with the CCF's mission and purpose, and not contain confidential information. Persons posting on the CCF social media platforms and website must be pre-approved by the Director of the CCF, their designee, or GHF staff.

CHAPTER III REQUIREMENTS

Partners of CCF must align with and support the mission of the CCF as a condition of occupying space within it.

National Family Support Network Standards and Training

The mission of the National Family Support Network (NFSN) is to promote positive outcomes for all children, families, and communities by leveraging the collective impact of state networks and championing quality family support and strengthening practices and policies. NFSN's assessment tools have long been considered best practice in promoting continuous quality improvement and growing family/community connection.

CCF Partners agree to utilize the assessment tools available through NFSN to monitor, promote, and grow the collective impact of the CCF through continuous programmatic quality improvement and family/community connection. CCF's Partners agree to participate in an annual assessment designed to identify areas of improvement, as well as check-in assessments, if necessary. Check-in assessments may occur if a CCF Partner identifies an area of improvement that does not coincide with the timing of the annual assessment.

CCF Partners agree to participate in NFSN's Standards of Quality training. NFSN offers this 2-day training multiple times throughout the year, both on-line and in-person. Per NFSN, at least one training participant from each organization must be in a managerial level position with the ability to make agency decisions. Partner staff members who participate in the NFSN Standards of Quality training agree to share this information with CCF Partners agree to delegate at least 2 members of their staff (one member must be management-level) to participate in this training within 180 days of becoming a CCF Partner.

Reporting/Data Collection/Evaluations

CCF Partners will determine what data we, as members of the CCF, will collect and report. This determination will be made through analyzing the data each Partner is currently capturing and what additional data may benefit the families served. This data will be collected, shared, and evaluated by following steps outlined through NFSN. CCF Partners will utilize data to inform decisions regarding next steps and additional programming needed to serve the continually changing needs of our community.

New Partner Orientation

Each new CCF Partner will participate in an orientation meeting with representatives from both GHF and STARRY. Topics to include, but are not limited to:

- Accessing the building
- Accessing the CarverCenterForFamilies.org website
- Accessing Mail
- Security
- Reserving/Utilizing Shared Space
- Cleaning
- NFSN Training
- Participation in quarterly Partner Network meetings
- Participation in Carver Advisory Council meetings
- Participation in "All Staff" Team Building
- Reporting Maintenance Issues
- Signage

- Lease Review
- Q & A

Advisory Council

The Carver Advisory Council (CAC) is made up of parents, grandparents, and other caregivers from the community. Its purpose is to provide input to the CCF on programs and services that best meet the needs of families served. One representative from each Partner agency will also attend CAC meetings to offer support and logistical input. These organization representatives will not serve as voting members of the CAC. Partners may be asked to participate in additional CAC related activities throughout the year. Participation outside of attending CAC meetings is not a requirement, but is strongly encouraged to promote a cohesive team working together to improve outcomes for the families we serve.

Certificate of Insurance

Every Partner must present a valid Certificate of Insurance annually to Georgetown Health Foundation. The amount levels and types of required insurance are listed within the Partner's current lease. This must be provided to the GHF Director of Property Management.

Facilities Use Agreement

All organizations using CCF for programming, events, etc. are required to sign a Facilities Use Agreement.

A copy of the Facilities Use Agreement is located in the Appendix.

Knowledge of Carver

Partners and their staff must be familiar with the CCF Policies and Procedures Manual, CCF Partners and their programs and a basic knowledge of the program offerings at CCF. Partner Network meetings will be held quarterly. Program updates and changes will be shared at the quarterly meetings. STARRY will plan a fun quarterly relationship building exercise that all Partner staff will be invited to attend. Partners are strongly encouraged to attend these events and get to know their fellow CCF staff. Building community among Partners is key to developing a cohesive CCF community overall.

Partner Emergency Contact Information

Partners must provide 24-hour emergency contact information for the organization's key personnel who should be notified by the CCF Director, their designee, or GHF in case of building emergencies or other time-urgent situations.

Partner Network

Attend the quarterly Partner Network meetings to share information, cast vision, and collaboratively plan and share data to determine CCF success and growth.

Volunteer Waivers

Partners must collect completed and signed waivers from all volunteers.

CHAPTER IV BUILDING OPERATIONS & SAFETY

The Carver Center for Families is a welcoming hub of support, services, and opportunities for families and community members. The safety of all who enter here is of the utmost importance. It is expected that Partners, Affiliates, Clients and guests will work together for this purpose.

CCF Public Wifi & Password

Name: CCF Guest

Password: 12001200

Conduct

Visitors, guests, volunteers and employees should be treated with respect at all times. Buildings and property should not be damaged in any manner. Threats, loud or inappropriate language, violent behavior, vandalism, alcohol use, drug abuse, loitering, or other actions deemed inappropriate or unlawful will not be tolerated. In the event of inappropriate conduct, Law Enforcement may be called.

Copier for Partners in Shared Workspace

The shared copier is for Partner use only. Others requesting copies may be referred to the UPS Store, 723 W. University and/or Office Depot in Wolf Ranch, 1013 W. University.

Emergency Evacuation

Evacuation maps and designated evacuation meeting areas are posted at exits and in shared room spaces.

Fire Alarms

Under GISD control until Fall 2024.

GHF Emergency Contact Information

In case of fire, imminent danger, or other emergency related to possible bodily harm or property destruction, call 911 immediately.

If there is an urgent situation after hours, such as water leaking in the building, overflow from toilets, broken water pipes, sustained electrical outage, or other situations affecting the building, please immediately call: Georgetown Health Foundation emergency line at 512-265-8961.

Hours of Operation & Building Access

Normal building hours are from 8:00AM to 5:00PM on weekdays. Doors will be locked at 6:00PM Monday-Thursday and 5:00PM on Friday and remain locked throughout the weekends. After-hours access requires a key to the main entrance and working knowledge of alarm code protocol, which must be provided by CCF or GHF staff. There will be no occupancy in the building past 9:00PM without prior written approval from the CCF Director or their designee.

Incident and Accident Reporting

In the event of an incident/accident, the following procedures must be followed:

The employee, independent contractor, or volunteer shall verbally notify their supervisor immediately. The information below must be provided:

- A written incident/accident report shall be completed and given to the supervisor.
- The supervisor shall maintain a file of all incident/accident reports.
- All incident/accident report forms shall include the following minimum information:
 - Organization/Program Name
 - Immediate Action Taken
 - Exact Location of Incident
 - Date/Time/Day of Week of Incident
 - Report Date
 - Nature of Incident
 - Individuals Involved & Their Contact Information
 - Description of Incident

All employees, independent contractors, and volunteers must be informed of these procedures during orientation.

****Incident and Accident Reporting Form in Appendix***

Mail

Organizations will be assigned a mail slot in the mailbox located at the main entrance, based on availability. One key will be made available to the main contact person for the organization. If no mail slots are available, organizations may be asked to get their own post office box, at the organization's expense, until a slot becomes available.

Marketing Materials, TV Directory & Event Notices

One person from each organization will be designated as the administrator to review and post marketing materials, event notices, and on the TV directory.

Parking

Paved parking is provided to CCF organizational staff, volunteers, visitors, and guests. Vehicles should not drive or park on the grass or other non-paved areas. Vehicles left unattended for extended periods of time should be reported to the CFF Director for further investigation. CCF is not responsible for theft or damage to any vehicle on CCF property. Staff, volunteers, visitors, and guests should take precautions to hide or take their belongings out of their unattended vehicles and lock their vehicle doors to prevent theft. Police should be called for those violating the policy.

Renting Large Spaces for Nonprofit Fundraising

- **For CCF-based programs.** All Partners are welcome to invite their existing and potential donors to tour the building and view their CCF-based programming.
- **For Organizational Partners with multiple programs.** Partners may also wish to host fundraisers at CCF benefitting their organization and their organization's additional programs. As a first step, the Partner must bring the request to GHF and STARRY to review and approve. Following approval, all other Partners must be notified about the event, preferably at the same time the Partner reserves event space. GHF may elect to charge a fee for Organizational Partners to use CCF space for such purposes.
- **Collaborative Fundraising.** Should any combination of Partners, STARRY, and/or GHF elect to jointly fundraise for CCF-based programming, all Partners must be made aware of the event, preferably at the same time that event space is reserved.
- **CCF fundraising.** Should GHF and/or STARRY engage in fundraising, including grant writing, to solicit funds for CCF as a family resource center, GHF and/or STARRY commit to acknowledging each Partner and its programs for the contributions it makes to fulfilling the CCF mission, and to be transparent in its fundraising efforts, e.g., notify Partners regarding pursuit of funding and share information as requested.

Service Animals

Texas law and the federal Americans with Disabilities Act (ADA) guarantee the right of a person who is blind or has other disabilities, including post-traumatic stress disorder, to be accompanied by a trained service animal in all public places.

In Texas, the terms "assistance animal" and "service animal" mean "a canine that is specially trained or equipped to help a person with a disability." The tasks that the service animal may perform must be directly related to the owner's disability.

A person who uses a service animal is responsible for any damages caused by the animal. The person using the animal shall keep the animal properly harnessed or leashed. The service animal can be removed if it is not under a handler's control.

An animal that provides only comfort or emotional support is not considered a service animal. In addition, a person who uses a harness or leash normally used by people with disabilities for service animals in order to represent the animal as a trained service animal is guilty of a misdemeanor. —From *Rights and Responsibilities of People Using Service Animals*, Texas Workforce Solutions, Vocational Rehabilitation Services

Shared Space Rules (Brightwell, The Hive, Shared Workspace, etc.)

Please note the following:

CCF reserves the right to refuse any group or individual's request for a shared room if we consider that group or individual inconsistent with CCF's purpose and values. CCF also reserves the right to inspect and monitor all functions

held on the premises.

CCF is not responsible for personal items, including any items left unattended.

Familiarize yourself with the electronic equipment and ensure it is working, and that you are able to successfully connect your device, prior to your meeting. Staff will not be available to assist with issues. Connection instructions are located in the shared rooms. Lost or damaged equipment costs are the responsibility of the organization reserving the space.

When a Partner reserves a shared space, the Partner is responsible for the following:

- In case of emergency, call 911.
- For time-urgent building-related issues, such as broken windows or pipes, overflowing toilets, exterior doors closing properly, etc., emergency contact numbers are posted near the shared rooms doors.
- Do not prop open any exterior door.
- The use of alcoholic beverages is not allowed on CCF property. CCF reserves the right to make written exceptions to this policy on a case-by-case basis.
- Please be considerate of others in the building. Participants may be asked to leave if there is excessive noise or inappropriate conduct.
- Drinks brought into the rooms should have lids.
- Do not open windows or adjust the thermostat.
- Do not attach items to the wall.
- Tables, chairs, counters and whiteboards need to be wiped off completely.
- Do not remove any electronic device or attachments from the room.
- All trash must be placed in trash bags and taken to the men's restroom, located near the main entrance.
- Floors should be vacuumed or swept, as needed. A vacuum cleaner is located in the Shared Workspace closet.
- Turn off the lights in rooms and bathrooms prior to leaving the building.
- Rooms should be left clean and undamaged. If damages were incurred, they should be reported to the CCF Director immediately.
- Room setup at departure should be as shown on the diagram.

Failure to comply with the above rules may result in additional charges being assessed to you or your organization, as well as the loss of shared room privileges for future occasions.

Shared Workspace Wifi & Password

Name: Carver Shared Workspace

Password: SharedWorskpace

Smoking/Vaping

CCF is a non-smoking, non-vaping campus.

Subpoenas

Subpoenas on behalf of a client/participant will not be accepted by the CCF Director or their designee.

Tours

We welcome visitors to tour the CCF facility. The CCF Director should be notified at least one business day prior to the tour. A Partner representative must be present with the visitor(s) during the tour.

Unaccompanied Minors

Unaccompanied minors are not allowed on CCF property without prior written approval from the CCF Director or GHF. Partners are expected to diligently enforce this policy.

Visitors

All new visitors and repeat visitors are expected to sign in upon entrance to any CCF building. Sign in at the CCF Office, Suite A-1.

APPENDIX

Acknowledgement of Receipt of and Agreement to Adhere to Carver Center for Families Policies and Procedures Manual

Exhibit A to a Commercial Lease Rules and Regulations

Facilities Use Agreement

Incident/Accident Report

Volunteer Waiver



Acknowledgement Form

**Acknowledgement of Receipt of and Agreement to Adhere to
Carver Center for Families Policies and Procedures Manual**

This Policies and Procedures Manual has been prepared for your information and understanding of the policies, philosophies, and practices of Carver Center for Families (CCF). PLEASE READ IT CAREFULLY.

I, _____, have received a copy (either access to electronic copy or hard copy) of the CCF Policies and Procedures Manual.

By my signature below, I acknowledge, understand, accept, agree to share this document in its entirety with and educate all employees, regular volunteers of my organization, along with other providers working in collaboration with my organization on the contents of this document, and agree to fully comply with the information contained in CCF Policies and Procedures Manual.

Printed Name Date _____

Signature Date _____

EXHIBIT A TO COMMERCIAL LEASE RULES AND REGULATIONS

1. CONDUCT

Lessee shall not conduct its practice or business, or advertise such business, profession or activities of Lessee conducted in the Premises in any manner which violates local, state or federal laws or regulations.

2. HALLWAYS

Lessee shall not obstruct or use for storage, or for any purpose other than ingress and egress, the sidewalks, entrance, passages, courts, corridors, vestibules, halls of the Building.

3. NUISANCES

Lessee shall not make or permit any noise, odor or act that is objectionable to other occupants of the Building to emanate from the Premises and shall not create or maintain a nuisance thereon.

4. MUSICAL INSTRUMENTS, ETC.

Lessee shall not install or operate any phonograph, musical instrument, radio receiver or similar device in the Building in such manner as to disturb or annoy other Lessee's of the Building or the neighborhood. Lessee shall not install any antennae, aerial wires or other equipment outside the Building without the prior written approval of Lessor.

5. LOCKS

No additional locks or bolts of any kind shall be placed upon any of the doors or windows by Lessee, nor shall any changes be made in existing locks or the mechanism thereof. Lessee must upon the termination of its tenancy restore to Lessor all keys to the Premises and toilet rooms either furnished to or otherwise procured by Lessee, and in the event of loss of any keys so furnished, Lessee shall pay to Lessor the cost thereof.

6. OBSTRUCTING LIGHT, DAMAGE

The sash doors, sashes window glass doors, lights that reflect or admit light into the halls or other places of the Building shall not be covered or obstructed. The toilets and urinals shall not be used for any purpose other than those for which they were intended and constructed, and no rubbish, newspapers or other substance of any kind shall be thrown into them. Waste and excessive or unusual use of water shall not be allowed. Lessee shall not mark, drive nails, screw or drill into, paint, nor in any way deface the walls, ceilings, partitions, floors, wood, stone or iron work. The expense of any breakage, stoppage or damage resulting from a violation of this rule by Lessee shall be borne by Lessee. Lessee shall be permitted to hang pictures on office walls, but it must be done in a workmanlike manner and in such a way as not to damage or deface such walls.

7. WIRING

Electrical wiring of every kind shall be introduced and connected only as directed by Lessor, and no boring nor cutting of wires will be allowed except with the consent of Lessor. The location of the telephone, call boxes, etc., shall be subject to the approval of Lessor.

8. EQUIPMENT, MOVING, FURNITURE, ETC.

Lessor shall approve the weight, size and position of all fixtures, equipment and other property brought into the Building, and the times of moving which must be done under the supervision of Lessor. Lessor will not be responsible for any loss of or damage to any such equipment or property from any cause, and all damage done in the Building by moving or maintaining any such property shall be repaired at the expense of Lessee.

All equipment shall be installed as required by law, and in accordance with and subject to written approval received on written application of Lessee.

9. REQUIREMENTS OF LESSEE

The requirements of Lessee will be attended to only upon application at the office of Lessor or its Property Manager. Employees of Lessor or its Property Manager shall not perform any work nor do anything outside their regular duties unless under special instructions from Lessor or its Property Manager. No such employees shall admit any person, Lessee or otherwise, to any other office without instruction from the office of Lessor or its Property Manager. All janitorial services personnel, guards or any outside contractors employed by Lessee shall be subject to the regulations and control of Lessor, but shall not act as an agent or servant of Lessor.

10. MEDICAL AND HAZARDOUS WASTES

Lessee shall comply with all policies established from time to time by Lessor regarding the storage and disposal of hazardous substances, wastes and materials, and medical, special or infectious wastes. Lessee shall not dispose or flush down any drains any corrosive chemicals that might cause any damage to the Building or Premises plumbing.

11. ACCESS TO BUILDING

Any person entering or leaving the Building may be questioned by Building security regarding his/her business in the Building and may be required to sign in and out. Anyone who fails to provide a satisfactory reason for being in the Building may be excluded.

12. VEHICLES, ANIMALS, REFUSE

Lessee shall not allow anything to be placed on the outside window ledges of the Premises or to be thrown out of the windows of the Building. No bicycle or other vehicle, and no animal (other than seeing eye dogs) shall be brought into the offices, halls, corridors or any other parts of the Building by Lessee or the agents, employees or invitees of Lessee, and Lessee shall not place or permit to be placed any obstruction or refuse in any public part of the Building.

13. EQUIPMENT DEFECTS

Lessee shall give Lessor prompt notice of any accidents to or defects in the water pipes, gas pipes, electric lights and fixtures, heating apparatus, or any other service equipment.

14. PARKING

Unless otherwise specified by Lessor, Lessee and its employees may park automobiles only in spaces designated by Lessor for such purpose and shall in no event park in spaces reserved for public parking. Lessee agrees that Lessor assumes no responsibility of any kind whatsoever in reference to such automobile parking area or the use thereof by Lessee or its agents or employees.

15. CONSERVATION AND SECURITY

Lessee will see that all windows and doors are securely locked, and that all faucets and electric light switches are turned off before leaving the Building.

16. SIGNAGE

Lessee shall not place any sign upon the Premises or the Building without Lessor's prior written consent.



Facilities Use Agreement

The Carver Center for Families (CCF) is a welcoming hub of support, services, and opportunities for families and community members and aims to provide well-maintained facilities. For this purpose, approved organizations may reserve designated areas of the CCF for programs, services and events that align with CCF's mission.

Visiting Organizations (Non-CCF Partners & Affiliates)

Organizations that are not currently Partners or Affiliates of the CCF will need to complete an online application. After the application is reviewed, the applicant will receive an email notification of approval, denial or request for additional information. Approved organizations may then proceed with the room reservation process.

All Organizations Using/Reserving Space at CCF

Reservations may be requested on the CCF website, CarverCenterforFamilies.org. Organizations granted facilities use must adhere to the following:

Users agree to abide by all rules and procedures outlined in the Building Operations and Safety guidelines and the Facilities Reservation Form (online).

Users agree to use the facilities at the CCF in a respectful manner, mindful of the appropriate treatment of staff, Partners, Affiliates, visitors, and guests. Inappropriate behavior towards persons or property will not be tolerated.

The user confirms responsibility in communicating all rules, policies, and liability to any guests they invite or authorize. Users understand that there are inherent risks involved in access and usage, and agree to indemnify and hold harmless, and covenant not to sue the Carver Center for Families, its directors, officers, employees, members and other representatives from any and all liability, claims, demands, actions, damages, costs or expenses of any kind arising out of or related to any loss, damage, illness or injury that may be sustained by the user or user's guests and invitees, arising during or related to usage of the CCF facilities, use of equipment, participation in activities on the premises or while using facilities, however caused.

User must agree to and sign the Acknowledgment and Receipt of Facilities Use Agreement prior to approval of reservations at the CCF.

Acknowledgement of Receipt of Facilities Use Agreement

This Facilities Use Agreement has been prepared for your information and understanding of the policies of the Carver Center for Families (CCF). PLEASE READ IT CAREFULLY.

I, _____, have received a copy (either access to electronic copy or hard copy) of the CCF Facilities Use Agreement.

By my signature below, I acknowledge, understand, accept, and agree to fully comply with the information contained in the Facilities Use Agreement.

Printed Name

Organization

Signature

Date

INCIDENT/ACCIDENT REPORT

Today's Date:	
Date Verbally Reported:	
Person Reporting:	
Agency Reporting (if applicable):	
Incident Site (address):	
Incident Location (specific location):	
Incident Reported to:	
Agency Reported to:	
Name, Address, Phone Number of Each Person Involved or Witness:	
If Minors Involved, List Age of Each:	
Name, Address, Phone Number of Person Responsible for Minor(s):	
Provide Detailed Description of Incident:	
Action Taken:	

Printed Name: _____ Person Reporting
 Signature: _____ Person Reporting
 Date: _____

Printed Name: _____ Person Taking Report
 Signature: _____ Person Taking Report
 Date: _____

Printed Name: _____ Director, Carver Center for Families
 Signature: _____ Director, Carver Center for Families
 Date: _____



Volunteer Liability Waiver and Agreement

This Release and Waiver of Liability (the "Release") is executed on the date of the Volunteer and Volunteer's Parent/Guardian's signature below in favor of the Carver Center for Families ("CCF"), a Georgetown Health Foundation-owned property, and any other Georgetown Health Foundation-affiliated organization and their respective affiliates, directors, officers, trustees, employees, sponsors, donors, volunteers, and agents (collectively, the "Released Parties").

I, the Volunteer, desire to work as a volunteer for one or more of the Released Parties without compensation and engage in the activities related to being a volunteer. I understand that my activities may include but are not limited to the following: working at CCF offices and worksites; working in or for CCF operations; loading and unloading materials; consuming food available or provided; and other volunteer activities ("Activities").

I, the Volunteer, hereby freely, voluntarily and without duress execute this Release under the following terms:

By signing below, I, the volunteer (or volunteer's legal guardian), acknowledge that entry into this agreement ("Agreement") is in consideration of my participation as a volunteer, and confirm my understanding and agreement to the following:

Policies and Safety Rules

I will comply with CCF's volunteer policies, safety rules, conduct expectations, and other directions. I understand that CCF does not tolerate bullying, harassment, threatening behavior, or violence of any kind. I understand that noncompliance may result in termination of my volunteer status. Volunteers must be at least 14 years old.

Volunteer Not an Employee

I understand that (a) I am not an employee of CCF, (b) I will not be paid for my participation, and (c) I am not covered by or eligible for any CCF insurance, health care, worker's compensation, or other benefits. I understand that CCF may terminate my volunteer status at any time, for any or no reason.

Risks Associated with Volunteering

Volunteering for CCF has risks. These risks may arise in a variety of ways. They include, without limitation: my lifting heavy objects or otherwise exerting myself, handling glass and hazardous or toxic materials, using hot or sharp objects or other tools, being exposed to dust, loud noises, and interacting with and being in the presence of other volunteers, visitors and other people. I understand that these risks include risks of injury, illness, death, and property damage or loss, and that they may arise from my own actions or from the actions of others at or near CCF facilities or encountered when traveling for CCF activities offsite. I also understand that even if CCF, I, and other persons present at CCF facilities follow all health and safety protocols, I may still be exposed to COVID-19 or other infectious diseases.

Awareness and Assumption of Risk

I understand the information above, and confirm and acknowledge that these are risks associated with volunteering. With such information and awareness, and with the recognition that other factors may create additional such risks, I knowingly, freely, and voluntarily: (a) sign up to volunteer for CCF; (b) engage in volunteer activities; and (c) assume and accept the risks of all injury, death, property damage or loss, financial obligation, loss of privacy, loss of reputation, and all other injuries and other consequences, whether known or unknown, whether foreseen or unforeseeable, and whether incurred at CCF facilities or elsewhere, that may result, directly or indirectly, from my presence at CCF facilities or participation as a CCF volunteer, regardless of the cause.

Waiver and Release of Claims

I EXPRESSLY WAIVE AND RELEASE CCF, ITS AFFILIATES, AND THEIR DIRECTORS, OFFICERS, AGENTS, EMPLOYEES, VOLUNTEERS, AND AFFILIATES (COLLECTIVELY, "RELEASED PARTIES") FROM ANY AND ALL LIABILITY, CLAIMS, COSTS, AND EXPENSES OF ANY KIND AND OF WHATEVER NATURE WHICH I OR MY HEIRS, NEXT OF KIN, OR LEGAL REPRESENTATIVES MAY HAVE OR WHICH MAY LATER ACCRUE, CAUSED BY OR ARISING DIRECTLY OR INDIRECTLY FROM MY PRESENCE AT CCF FACILITIES OR PARTICIPATION IN THE

ACTIVITIES. THIS RELEASE AND WAIVER INCLUDES, IN EACH SUCH CASE, ALL CLAIMS IN RESPECT OF THE RISKS NOTED ABOVE, KNOWN AND UNKNOWN, FORESEEN AND UNFORESEEABLE, REGARDLESS OF THE CAUSE OR WHETHER SUCH CLAIMS ARISE FROM TORT, CONTRACT, OR OTHERWISE, AND EVEN IF CAUSED BY NEGLIGENCE, WHETHER PASSIVE OR ACTIVE. I WILL NOT SUE ANY OF THE RELEASED PARTIES ON THE BASIS OF THESE WAIVED AND RELEASED CLAIMS.

Disclosure of Medical Conditions

I understand that I am solely responsible for knowing my own physical condition and limitations and making my own decision about the activities to undertake while volunteering. I have disclosed all medications and conditions relevant to my participation to my supervisor or other staff at CCF, including chronic conditions such as asthma, allergies, seizures, or diabetes. I understand that CCF needs such information because some medication side effects or medical conditions could affect my safety or that of others at CCF. I consent to CCF sharing this information with health professionals or first responders should I become ill or injured while at CCF facilities.

Medical Care Consent and Waiver

I authorize CCF to provide me with first aid and to arrange medical assistance, transportation, and emergency medical services for me if I get hurt while volunteering. I understand that CCF is not obligated to provide this care. I also understand that I am solely responsible for any costs related to my medical treatment and transport, and that CCF does not provide health, medical, disability, or other insurance coverage for me.

Confidentiality

I may have access to CCF's confidential information. At all times during and after my participation, I agree to hold any such confidential information in confidence and not disclose or use it except as CCF expressly authorizes in writing.

Assignment of Work Product

I grant full rights to CCF in any reports, brochures, website content, photos, images, videos, or other materials or works I may create in the course of volunteer activities, and any intellectual property rights in or derivatives of such materials.

Use by CCF of My Name and Image

I understand that CCF may take photos or videos of me. I consent to use by CCF of my image, voice, name, and story, and of images of any works I may create as a volunteer (collectively, "Materials"), in CCF's digital and print promotional, fundraising, educational, and other communications. CCF may use the Materials without obtaining my approval or paying me for such use. I grant CCF all copyrights in and waive any legal claims relating to the Materials, including those relating to copyright, rights of publicity or privacy, or defamation, or arising from any distortion, blurring, or alteration that may occur in the making, editing, or use of the Materials.

MY CHECKING THIS BOX MEANS THAT I AGREE TO THIS CONSENT FOR MYSELF OR ON BEHALF OF THE MINOR PARTICIPANT NAMED BELOW :

General Provisions

I understand that this Agreement will be binding for so long as I am a volunteer at CCF. This Agreement will run in favor of, and may be enforced by, each of the Released Parties, and will bind my heirs, next of kin, and legal representatives. This Agreement will be binding to the fullest extent permitted by law. If any provision of this Agreement is found to be unenforceable, the other terms remain effective. This Agreement will be governed by Texas law.

- I AFFIRM THAT I AM OF LEGAL AGE AND ABLE TO SIGN ON MY OWN BEHALF AND AM FREELY SIGNING THIS AGREEMENT. I HAVE READ THIS AGREEMENT AND FULLY UNDERSTAND THAT BY SIGNING THIS AGREEMENT, I AM GIVING UP LEGAL RIGHTS AND REMEDIES THAT MAY BE AVAILABLE TO ME AND TO OTHER PERSONS.**
- I AFFIRM THAT I AM THE PARENT OR LEGAL GUARDIAN OF THE PARTICIPANT AND AM FREELY SIGNING THIS DOCUMENT ON THEIR BEHALF. I CERTIFY THAT I HAVE THE AUTHORITY TO SIGN ON BEHALF OF THE PARTICIPANT AND TO MAKE DECISIONS FOR THE PARTICIPANT REGARDING VOLUNTEERING. I ALSO WAIVE AND RELEASE RELEASED PARTIES FROM ANY AND ALL LIABILITY, CLAIMS, COSTS, AND DAMAGES OF ANY KIND WHICH I MAY HAVE RESULTING OR ARISING DIRECTLY OR INDIRECTLY FROM THE PARTICIPANT'S PARTICIPATION IN VOLUNTEERING. I HAVE READ THIS AGREEMENT AND FULLY UNDERSTAND THAT BY SIGNING THIS AGREEMENT, I AM GIVING UP LEGAL RIGHTS AND REMEDIES THAT MAY BE AVAILABLE TO THE PARTICIPANT, TO ME, AND TO OTHER PERSONS.**

Signature (of parent/guardian, if applicable)

Participant name (if parent/guardian signs)

Print name

Date

Emergency contact name

Emergency contact phone