

## Community Technology Center Values

- The CTC is a comfortable and friendly place to work and spend time.
- We are a bilingual (English/Spanish) program
- Clients can count on there being a volunteer available during open lab hours.
- Every client should be greeted and recognized upon entering the lab.
- We respect our clients right to use the computer and internet for whatever purposes they see fit, with the exception of those activities listed in our policy.
- We assist clients with the intention to impart new skills and confidence in using computers.
- We are knowledgeable about other services available at HPP and relevant computer resources in the SF Bay Area.
- We give priority in computer access and volunteer assistance to mission related activities
- Clients should not expect to receive more than 45 minutes of individual attention per visit.
- Clients come to the computer lab to meet their individual goals whether it is to accomplish a task or learn a new skill. It is our responsibility to try our best to help them achieve their goal.
- Case management and other life advice happens elsewhere at HPP by trained professionals.
- Not every client needs assistance, some prefer to work independently and have their privacy respected.

### Volunteer Expectations

- I agree to give at least 2 hours a week for three months, unless agreed to other arrangement, described below:  

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- I will give at least 48 hours notice if I cannot show for a shift or will be late, sparing medical or personal emergency.
- CTC policy and values can be reevaluated at any time.
- I understand the CTC values above

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Name (printed)

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Signature

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Date