## Volunteer

**Handbook**

**2018**



**STATEMENT OF MISSION, PHILOSOPHY AND PURPOSE**

**OUR MISSION:**

Our mission is to empower families to end domestic and sexual violence through client services, prevention education, community collaboration and public awareness.

**OUR PHILOSOPHY:**

Domestic violence, sexual assault and stalking are crimes. They are major life-threatening issues for both individuals and families in Northeast Oklahoma. Detail about our philosophy and ethics can be found in the Program Standard & Reference Manual. Community Crisis Center’s services incorporate the following principles, values and characteristics:

* Our goal is a violence-free environment.
* Services must be available and accessible to all persons who have been impacted by domestic violence, sexual assault and stalking.
* The needs of victims are both emergent and long-term in nature.
* Clients have the right to have full knowledge of the services they receive and to be involved in the planning and delivery of those services.
* The Community Crisis Center is accountable to the people we serve.

**Purpose of the Volunteer Program:**

Volunteers play a vital role in the over-all operation of Community Crisis Center. Volunteering provides community members a vehicle for helping others by contributing their time and talents. Volunteers lighten the burden on staff, help create an atmosphere of friendliness and goodwill, and expand our community outreach efforts assuring victims can find us when they need us.

A Community Crisis Center volunteer is a member of a team of individuals who serve without salary under staff supervision and direction.

The goals of each volunteer are:

* To assist Community Crisis Center staff in performing essential duties.
* To serve as ambassadors between Community Crisis Center and the community, ensuring Northeast Oklahoma victims are aware of our services and comfortable reaching for our help.

Participation as a volunteer provides opportunities to:

* Acquire new skills and knowledge
* Develop new interests
* Experience satisfaction in helping others
* Give back to community in a meaningful way

**Volunteer Personnel Policies**

**1. ELIGIBILITY:**

Community Crisis Center volunteers are community members age 18 or over in good standing, who agree to complete a written volunteer application and a 30-minute initial orientation. Interns and practicum students over age 18 will also be classified as volunteers.

Community Crisis Center clients or other individuals with recent victimization are eligible to serve as volunteers after they have been out of the shelter, released from non-residential services, and separated from the domestic violence situation for two or more years. All victims of past trauma are required to have resolved these issues before working as a volunteer.

Volunteers under age 18 are welcome to serve as part of a community group provided an adult representative or sponsor from the group accompanies their volunteer activity.

We host three types of volunteers. Pre-service eligibility and training differ for each.

**Service Volunteers** individuals / groups helping with events or service projects

**Community Volunteers** help with office tasks and outreach

**Direct Client Service Volunteers** are trained to assist clients

To be eligible for Community Crisis Center volunteer service an individual must:

* Believe in the mission of Community Crisis Center
* Have good interpersonal skills
* Be capable of performing the duties of the task
* Have the best interest of Community Crisis Center and the individuals we serve at heart
* Have a professional appearance and demeanor
* Agree to remove visible piercings while volunteering, except in ears
* Agree to a criminal background check
* Agree, adhere to, and sign the confidentiality form
* Review, sign and adhere to requirements noted in the Program Standards and Volunteer Manual.

**2. NON DISCRIMINATION:**

Community Crisis Center does not discriminate in its services, programs or activities on the basis of race, color, national or ethnic origin, ancestry, age, religion or religious creed, disability or handicap, sex or gender, sexual orientation, military or veteran status, genetic information, or any other characteristic protected under applicable federal, state or local law. Retaliation is also prohibited.

**3. APPLICATION:**

All new volunteers must complete an application. Following, they will meet with their Volunteer Coordinator who will finalize the application process. All volunteer applicants must sign a release for an initial criminal background check to be conducted on their behalf. There is no cost to the volunteer for this background check. To assure both safety and confidentiality of those we serve, it is mandatory volunteers have a background free from violent criminal activity. *Direct Service Volunteers are required to complete a more detailed criminal background check as noted below.* Direct Service and Community Volunteers will complete the *Volunteer Enrollment Application.* Service Volunteers must complete the *Service Volunteer Enrollment Application.*

**4. SERVICE VOLUNTEER ORIENTATION & TRAINING**

Service Volunteers must complete a brief orientation by the Volunteer Coordinator to assure they are familiar with information about the facility, disaster plans, first aid, and other areas of safety that correspond with the service they will be providing.

**5. COMMUNITY VOLUNTEER ORIENTATION & TRAINING**

Community Volunteers must complete 1-1/2 hours of training to orient them to the Community Crisis Center mission, services, and goals. This training will include information about the facility, disaster plans, first aid, universal precautions and safety. A facility tour and training specific to their assigned volunteer duties will be included. This training must be completed prior to engaging in volunteer activities. Community Volunteers in good standing may opt to become Direct Client Service Volunteers after 3 months of service and a minimum 8 hours volunteering at the Miami based shelter.

**6. DIRECT CLIENT SERVICES VOLUNTEER ORIENTATION:**

To be eligible for Direct Client Service, volunteers must be in good standing, serve as Community Volunteers for at least 3 months with a minimum 8 hours volunteering at the Miami based shelter. All Direct Client Service volunteers must attend a 1-1/2 hour orientation training followed by completion of a 30-hour classroom training provided by CCC. During orientation with their Volunteer Coordinator, individuals will be provided a choice of volunteer opportunities and a brief description of what is expected of them. They will be given information about the facility, disaster plans, first aid, universal precautions, and safety. Orientation will also include overview of the VAT Online program and review of the 30-hour training schedule with attendance requirements. The *Volunteer Background Check Consent Form* will be reviewed and signed by the volunteer who will provide the fee of $13 or $15 to CCC. These background checks must be completed prior to participation in the 30-hour training. Direct Client Services volunteers must complete a 30-hour training prior to unsupervised direct client contact, as detailed in item #7 below.

**7. DIRECT CLIENT SERVICE VOLUNTEER TRAINING:**

Direct Client Service Volunteers must complete 30 hours training to prepare them to work with clients or children. This training must be completed prior to unsupervised direct contact with clients or children. After the 30 hours of training are completed, the Volunteer Coordinator will discuss the experience and determine if volunteering for the Community Crisis Center is effective for both parties. Direct Client Service Volunteers must complete a minimum 4-hours annual continuing education training hours to maintain their “direct client service” status.

Prior to providing unsupervised direct client service, volunteers will be required to complete additional training as follows:

**Sexual Assault Services**  All sexual assault services volunteers will receive a minimum of six hours classroom training in addition to orientation and direct service training. This training will include dynamics of sexual assault and abuse, non-traditional client populations, trauma, and specifics of responding with the regional Sexual Assault Response Team (SART) standards. Sexual assault services volunteers will shadow a trained SART responder during 3 incident calls prior to responding without support.

**Hotline Volunteers** An additional two hours training will be required prior to unsupervised hotline service. Hotline volunteers cover scheduled shifts at the Miami based shelter. Training will include fundamentals of hotline calls, dealing with trauma, appropriate follow up and documentation procedures.

**Children’s Services** All direct service volunteers working with children are required to have one year employment or volunteer experience in a child care or service related field, or an equivalent combination of education, training and experience in child care or development issues.

**Court Advocates** Prior to providing unsupervised services in court, volunteers will complete an additional three classroom hours training on protective orders, the court process, and safety planning in the court environment. Accompanied court time with a trained advocate will be required for an additional minimum of three hours.

**Transporting Clients** Volunteers transporting clients will receive additional training on victim trauma, crisis intervention, and advocacy support. Transportation volunteers will be required to maintain a good driving record, carry full coverage automobile insurance, and submit a current copy of auto insurance to the Volunteer Coordinator annually.

**8. VOLUNTER CONDUCT: \_\_\_\_\_\_\_Initial**

All volunteers must conduct themselves with professionalism at all times. The Volunteer Coordinator or the supervisor of the department will supervise all volunteer activities where volunteer activities are occurring. Disputes, challenges or issues should be discussed with the Volunteer Coordinator, or the Volunteer Program Director as they occur. All volunteers are expected to speak up in a non-confrontational manner. Should issues not be resolved, they should be reported to the Executive Director.

**9. SMOKING:**

In accordance with the State Law and the “Breathe Easy” State Health Department Campaign, all tobacco products are prohibited on CCC property. Smoking must be done outside CCCI facilities and at least 25 feet from the door, of any facility. For contracted volunteers, smoke breaks are limited to 15 minutes twice a day.

**10. INTERACTION WITH MINORS \_\_\_\_\_\_\_Initial**

To protect both clients and volunteers, the following guidelines should be followed regarding interaction withminors that employees or volunteers get introduced to at CCC functions and on CCC property. No private contact with the minor will be made without direct consent of the parent or guardian of the minor **in advance.** This consent is not required in writing but is required to be direct between the parent and the employee orvolunteer.

**11. FUNDRAISING:**

Volunteers may solicit funds, raffle items, door prizes or other items of monetary value from businesses or individuals under the direction of the Volunteer Coordinator. Solicitation should not occur without the approval of the Volunteer Coordinator.

**12. USE OF PROPERTY:**

Volunteers should not directly or indirectly use or allow the use of CCC property for anything other than CCC activities.

**13. WEAPONS ON CCC PREMISES**

CCC prohibits any and all weapons from our buildings. This includes all handguns, concealed or unconcealed. Volunteers may store guns inside their locked vehicle in a CCC parking lot. A “no weapons” sign is displayed on the front door of all CCC facilities.

**14. SOCIAL MEDIA**

CCC volunteers are not authorized to make statements about or on behalf of the agency. A volunteer’s social media posts may not be used to disclose confidential or proprietary information belonging to CCC, its clients, employees or others. Such posts must not use CCC logo, slogan or graphics. CCC volunteers can re-post information that CCC has originally posted on it’s website, Facebook or other social media outlets.

**15. VISITORS IN THE WORKPLACE**

Volunteers are encouraged to share their enthusiasm for CCC’s mission and goals with family and friends. Any visitor must have the supervisor’s permission prior to spending extended periods of time at CCC facilities. Visitors who wish to spend extended amounts of time at CCC must contact the Volunteer Coordinator and complete the paperwork to become a volunteer. Volunteers who wish to have children accompany them for a limited time must have their supervisor’s approval and must assure the child does not disrupt the work or activity. Volunteers must not have visitors at the Shelter or Safe House.

**16. ETHICAL CONDUCT WITH CLIENTS**

Ethical conduct of all staff is of extreme importance, especially when volunteers have knowledge of a client’s identity. Ethical conduct is required not only during working hours, but also outside of working hours. Confidentiality is of upmost importance and should include:

1. Maintain at all times, privately and publicly, the professional standards and requirements of CCC.
2. Do not reveal to any person, without express written permission from the Executive Director, the information that a person is or has been a client of CCC. Confidentiality is of upmost importance and is mandated by law.
3. Never exploit clients for personal gain, benefit or advantage; and do not engage in sexual activities with clients.
4. Treat each client with dignity and respect.
5. Volunteers must conduct themselves at all times on the basis of truthfulness, honesty, and integrity in accordance with professional standards of behavior, having the best interest of the client as their primary concern.

**17. CONFIDENTIALITY: \_\_\_\_\_\_\_ Initial**

ALL CCC staff and volunteers are expressly prohibited from disclosing information about clients to anyone outside of CCC without the client’s written and time-limited consent. Volunteers are not permitted to disclose that they know a person is a client of CCC or any details they may have discovered as a result of being at the Crisis Center. Information to be kept confidential also includes identifying information concerning current, past, or prospective clients. Failure to observe and rigorously guard confidentiality constitutes grounds for disciplinary action or termination from CCC. This requirement must be honored even after the employment or volunteer relationship with CCC has ended.

**18. SEXUAL HARASSMENT POLICY:**

While all forms of harassment are prohibited, it is CCC’s policy to emphasize that SEXUAL HARASSMENT is specifically prohibited. It is our strong belief that employees and volunteers should be afforded the opportunity to work in an environment free of sexual harassment. Sexual Harassment is a form of misconduct that undermines the employment relationship. No employee or volunteer, either male or female, should be subjected, verbally or physically, to unsolicited and unwelcome sexual overtones or conduct.

SEXUAL HARASSMENT REFERS TO THE BEHAVIOR THAT IS NOT WELCOME, THAT IS PERSONALLY OFFENSIVE, THAT DEBILITATES MORALE, AND THEREFORE, INTERFERES WITH WORK EFFECTIVENESS. This includes but is not limited to offensive jokes, offensive language, unwelcomed sexual advances, rude gestures, comments about a person’s body, touching, offensive words on clothing, patting on the back, grabbing an employee/volunteer around the waist, etc.

All concerns about sexual harassment must be reported to the Volunteer Coordinator, the Business Office Director or the Executive Director. These contacts will record your report in writing for further handling with strict confidentiality. The Executive Director will notify you within three business days of receipt of your complaint. If you are not notified, please contact the Executive Director in person. Behavior that amounts to sexual harassment may result in disciplinary action, up to and including discharge. For further information on Sexual Harassment, see the *Program Standard and Reference Manual.*

**19. DUTY TO REPORT: \_\_\_\_\_\_\_\_\_ Initial**

**Any grievance, injury, harassment, dispute or other issue that needs attention must be reported in writing** **to your supervisor, Business Office Director or the Executive Director.** It is the intention of theCommunity Crisis Center to create a workenvironment that is safe and effective. Please include your contact information on the Urgent Action Notice form or by a written note. The Executive Director will respond within 3 business days. If you do not hear back within 3 business days, contact the Executive Director in person.

**20. RETALIATION PROHIBITED:**

CCC does not allow any form of retaliation against anyone who brings a complaint of harassment or sexual harassment or who specks as a witness in the investigation of such a complaint.

**21. WORK ETHIC:**

Although volunteers are not paid employees, they are expected to have the same work ethic as paid staff. Volunteers will be expected to work consistently, take breaks limited to 15 minutes morning and afternoon, report to the volunteer activity on time, contact the Volunteer Coordinator, or Business Office Manager if they will be late or absent, and generally conduct themselves as paid staff. If regular volunteer time is missed, please call Volunteer Coordinator to set-up a new time to volunteer.

**22. CELL PHONE USE ON THE JOB:**

Cell phone use should be limited so as not to interfere with the workflow. Please limit your usage to your break time. Exceptions are made for emergencies.

**23. SUBSTANCE ABUSE OR HISTORY OF VIOLENCE:**

Individuals with a record of assault, battery or sexual violence will not be eligible to serve as volunteers. Those who are actively participating in a substance abuse program and have the program’s written permission to volunteer may be allowed to do so upon approval from the Executive Director.

Community Crisis Center is committed to providing a safe and healthy work environment for all employees and volunteers. As such:

* It is a violation of policy for anyone working for us to illegally use drugs on the job, come to work under the influence, to possesses, distribute, trade, or sell drugs in the workplace, or otherwise engage in the inappropriate use of legal or illegal drugs.
* It is a violation of CCC policy for anyone to use prescription drugs illegally.
* Violations of this policy are subject to disciplinary action and/or termination.
* For further information regarding CCC’s Drug Policy, refer to the *Program Standard and Reference Manual.*

**24. SEPARATION:**

CCC may dismiss a volunteer at any time for any reason except as provided by Civil Rights Protection.

**25. DRESS CODE:**

Appropriate attire is required to volunteer. Casual clothes are permitted, however the following are not permitted: men’s boxers, short shorts, pajamas, halter tops, bare midriffs–this means no skin showing between your top and bottom when your arms are raised, no t-shirts demeaning to men, women or children, no clothing promoting drugs, alcohol and/or vulgarity.

All clothing shall be free of wrinkles, no stains, or missing buttons. All clothing should be clean, including shoes. All clothing should be neat, modest and appropriate for the work environment.

**26. HYGIENE:**

Personal hygiene affects those around you. Clean hair, nails, body and teeth are a must. Please use deodorant and remove chipped nail polish.

**27. DISCIPLINARY ACTIONS:**

Failure to comply with these guidelines will result in disciplinary action as follows:

* First Offense: Volunteer Coordinator will discuss non-compliance with the volunteer.
* Second offense: The individual will be sent home for the day and a written report will be placed in the file.
* Third Offense: The individual will be terminated from the volunteer program and an exit report placed in the file.

**28. ANNUAL PERFORMANCE EVALUATION:**

The Volunteer Coordinator will assure Direct Client Service Volunteers are evaluated annually. Performance evaluation will be in writing and based on the volunteer’s job description. Each evaluation will be individually discussed with the volunteer who will have a documented opportunity to respond. Both volunteer and supervisor will sign the performance evaluation and a copy will be retained in the volunteer file. Annual performance evaluation will not be required for Community Volunteers.

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read the above guidelines and I understand them. I have read and initialed items #8, 10, 17, and 19.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staff Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_