

# VOLUNTEER HANDBOOK



Mission Statement: The Hope Center's mission is to care for homeless and at-risk persons by providing life-sustaining and life-rebuilding services that are comprehensive and address the underlying causes.

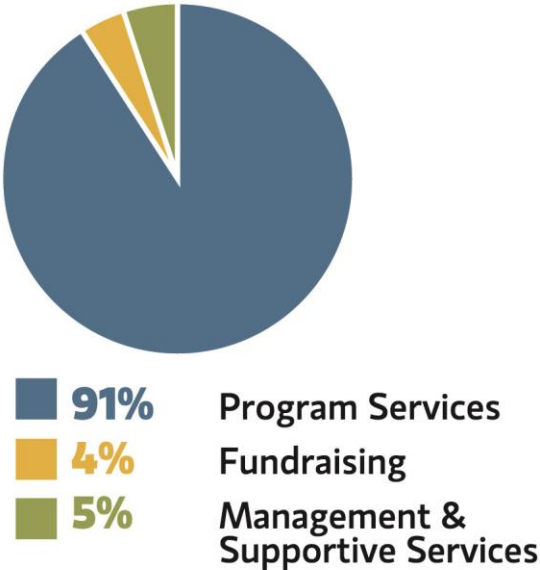
Welcome to the family of volunteers at the Hope Center! Our volunteers, who generously give of their time and talents, allow us to rebuild lives every day. Your commitment to volunteering at the Hope Center will have a positive impact on our community and on the lives of those we serve. Thank you!

## **Volunteer Handbook Contents:**

- History of the Hope Center
- Volunteer Process
- Dress Code
- Dual Relationships
- Client Confidentiality
- Age Requirements
- Workplace Harassment / PREA

**History:**

The Hope Center was created by the Fayette Urban County Government in 1993, and was incorporated as its own nonprofit shortly thereafter. The formation of the Hope Center was in response to the increasing levels of homelessness in the Central Kentucky region. As the program grew, it sought to address the multiple issues affecting the homeless population, specifically mental illness and drug and alcohol addiction. The Hope Center has since expanded our programs to include not only providing the basics of food, shelter and clothing to the homeless, but also to include life-rebuilding recovery programs, health services, mental health services, a veterans program, job skills training and transitional housing. Altogether, the Hope Center’s various programs provide over 800 men, women and children housing, food and clothing every day.



In 2013, 91% of all expenditures go to program services (housing, food, social services and health care)

The Hope Center strongly believes in stewardship of our donor dollars, and we pride ourselves on being one of the most efficient and effective charities in the Bluegrass.

## Volunteer Process:

### SAFETY PROTOCOL

- All volunteers must be scheduled with the Development/Volunteer Office. No other staff member or client has authority to schedule volunteers.
- Transportation of clients is prohibited.
- Volunteers may only work in the area in which they are scheduled.
- Exchange of personal information between clients and volunteers is prohibited (phone number, email address, etc.)
- No open toed shoes (sandals, flip flops, etc.), shorts or tank tops are allowed.
- If you are under 18 years of age you must have a parent or chaperone present at all times.

**STEP ONE:** Review the volunteer opportunities page on our website and complete and submit the online Volunteer Application.

**STEP TWO:** Schedule your volunteer service with the Volunteer Manager, Carey Cairo, by calling (859) 225-4673 or emailing [ccairo@hopectr.org](mailto:ccairo@hopectr.org). All volunteers must be scheduled through the Volunteer Office. No other staff member or client has the authority to schedule volunteers. After being scheduled with the Volunteer Office, you will be given detailed information regarding your placement along with a description of your volunteer duties.

### Dress Code:

Cafeteria and Shelter volunteers:

- Please wear non-slip, closed-toed shoes,
- Long hair must be pulled back (hair nets are provided) and no dangling jewelry.

- We ask that all volunteers be mindful of the clothing they choose in regards to both modesty and subject matter. (Provocative clothing and clothing that shows too much skin or is too tight or too short would be inappropriate.)
- No shorts or tank tops allowed.
- Please do not bring purses or valuables into the facility, as we don't have extra space to secure them.

## **Dual Relationships:**

A Dual Relationship is a situation in which a volunteer has a relationship with a client as a result of his or her connection to the Hope Center. Each volunteer has a duty to report any Dual Relationship with a client to the Volunteer Manager.

Unacceptable Dual Relationships are strictly prohibited.

The following are examples of unacceptable Dual Relationships:

- Entering into a romantic or sexual relationship with a client.
- Borrowing or accepting money from a client.
- Providing money or transportation to a client.
- Buying from or selling any item to a client.
- Borrowing from or lending any item to a client.
- Hiring or allowing a client to perform work for the volunteer's personal business, home or family, such as housekeeping, babysitting, yard work, etc., unless the work is arranged through the Hope Center's Employment or Day Labor Program.

The following are examples of Dual Relationships that require a written request to the Director of Volunteer Relations. Approval may or may not be granted.

1. Lending money to a client for an emergency need.
2. Accepting gifts from a client.

3. Social contact with a client that is outside the volunteer's professional responsibilities.

An individual is a client of the Hope Center during the time he or she is receiving services from the Hope Center and for a period of twelve months following the last date of delivery of such services.

### **Confidentiality Clause:**

The Hope Center requires that strict confidentiality be maintained with respect to all information obtained by volunteers concerning the organization, as well as the clients and others they serve.

As a volunteer of the Hope Center, you may have access to confidential information, both verbal and written, relating to clients, volunteers or staff and the organization. Volunteers understand and agree that all such information is to be treated confidentially and discussed only within the boundaries of the volunteer position at the Hope Center.

Volunteers agree not to discuss these same matters after they have left any volunteer position at the Hope Center. In addition, breach of this agreement shall constitute grounds for and may result in termination of volunteer status within the Hope Center.

To respect Hope Center clients' privacy, volunteers will refrain from the use of any picture recording device including cameras, cell phones, and video cameras while at the Hope Center. Any photography or videography of clients is strictly prohibited.

### **Age Requirements:**

Although we would like to accommodate volunteers of all ages, given the diversity among those we serve, the minimum age of volunteers is 12 years old. Students under age 18 must be accompanied by an adult or parent chaperone. A great way to involve

those under age 12 is for them to organize a Needs Drive or make sandwiches for our Mobile Outreach Program, the HopeMobile.

All volunteers under age 18 must have a Parental Consent Form filled out and submitted in order to volunteer. This form may be downloaded here:

[Parental Consent Form](#)

### **Workplace Harassment:**

Hope Center, Inc.'s policy is to provide a work environment that is free from harassment. Therefore, harassment based on age, race, gender, color, religion, national origin, disability, marital status, covered veteran status, sexual orientation, genetic information, and other characteristics protected under state, federal, or local law will not be tolerated. Such conduct is prohibited in any form at the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to all employees, volunteers, clients, customers, guests, vendors, and persons doing business with Hope Center, Inc.

Sexual harassment, one type of prohibited harassment, warrants special mention:

*Unlawful sexual harassment can include unwelcome sexual or gender-based conduct that unreasonably interferes with an individual's job performance or creates an intimidating, hostile, or offensive working environment. Unlawful sexual harassment also includes unwelcome sexual advances or requests for sexual favors where submission to such conduct is made an explicit or implicit term or condition of employment, or where submission to or rejection of such conduct is made the basis of employment decisions affecting an individual (quid pro quo harassment).*

Examples of conduct prohibited by this policy include, but are not limited to:

- Unwelcome sexual flirtation, advances, or propositions;
- Physical conduct such as unwelcome touching, hugging, or blocking someone's path in an inappropriate or sexual way;
- Verbal comments related to an individual's age, race, gender, color, religion, national origin, disability, or sexual orientation;
- Explicit or degrading verbal comments about another individual or his/her appearance;
- The display of sexually suggestive pictures or objects in any workplace location including transmission or display via computer;
- Any sexually offensive or abusive physical conduct;
- The taking of or the refusal to take any personnel action based on an employee's submission to or rejection of sexual overtures; and
- Displaying cartoons or telling jokes which relate to an individual's age, race, gender, color, religion, national origin, disability, or sexual orientation.

If you believe that you are being subjected to workplace harassment, you should:

1. Tell the harasser that his or her actions are not welcome and they must stop, if you feel comfortable enough to do so.
2. Report the incident immediately to your supervisor, or to your supervisor's supervisor, or to human resources.
3. Report any additional incidents or retaliation that may occur to one of the above resources.

It is the responsibility of every employee to immediately report any violation or suspected violation of this policy. Any reported incident will be investigated immediately and thoroughly. Complaints and actions taken to resolve complaints will be handled as confidentially as possible. Retaliation of any kind or discriminating against an employee who resists or rejects unlawful behavior, reports a suspected incident of harassment or

who cooperates in an investigation is prohibited. An employee/volunteer who violates this policy or retaliates against an employee/volunteer in any way will be subject to disciplinary action up to and including immediate termination.

## **PREA: Prison Rape Elimination Act**

Because many of our clients come to the Hope Center through the Department of Corrections, they are covered under the laws that apply to Department of Corrections inmates. One of these federal laws is called the Prison Rape Elimination Act. In a nutshell, the PREA law simply states that as a volunteer, you will not engage in a sexual relationship with any Hope Center client who is a Department of Corrections inmate.



### **PRISON RAPE ELIMINATION ACT of 2003 (PREA) INFORMATION** **FOR PERSON(S) WITH DIRECT AND INDIRECT** **CONTACT WITH INMATES/ OFFENDERS**

The Kentucky Department of Corrections (KDOC) has adopted a ZERO-TOLERANCE toward all forms of sexual abuse in its prisons, community corrections facilities and other locations related to supervision. The intent of PREA is to ensure a safe, humane and appropriately secure environment, free from the threat of sexual abuse of all inmates/offenders.

As a volunteer, work supervisor, or contractor you have an obligation to maintain clear boundaries with inmates/offenders and to establish a relationship of authority, objectivity and professionalism. You must not allow the development of personal, unduly familiar, emotional or sexual relationships to occur with inmates/offenders. Please remember that as a person who supervises or has authority over an inmate/offender, any sexual contact between you and the inmate/offender is considered a crime as outlined in KRS 510.060, 510.090, and 510.120.

### **THERE IS NO SUCH THING AS CONSENSUAL SEX** **BETWEEN YOU AND AN INMATE/OFFENDER!!!**

Not only is the above described relationships between and inmate/offender and volunteers, work supervisors, and contractors against the law, but all forms of sexual contact and sexual harassment between inmates/offenders are against KDOC policy. Therefore, if you are aware of any such incidents between inmates/offenders or with another employee, volunteer, work supervisor, or contractor, you have a duty to report them to your KDOC Contact or you may contact the KY Justice Cabinet **PREA Hotline at 1-855-700-PREA (7732)**.



## Conclusion:

The Hope Center values our volunteers and we want to make the most of your volunteer experience with us. The next step is to fill out the Volunteer Application online, and then call the Volunteer Office at (859) 225-4673 or email [ccairo@hopectr.org](mailto:ccairo@hopectr.org) to discuss your volunteer placement with us. We look forward to having you volunteer at the Hope Center.

