

Safe Passage

Domestic Violence Crisis Intervention Services, Inc.

Volunteer Packet

Volunteer Packet includes: Mission Statement, Code of Ethics, Volunteer Policies, Volunteer Confidentiality and Participation Agreement, Volunteer Application and Training and Participation Record of Volunteer.

Mission Statement

Safe Passage is a non-profit organization that helps victims of family violence. We believe that all individuals have the right to live a life free of all forms of abuse. We seek to break the cycle of violence through public awareness, coordinating resources, and providing a safe environment for the victims.

Code of Ethics

- ❖ Respect and protect the civil and legal rights of all victims while acting with integrity and treating all victims of crime with dignity and compassion.
- ❖ Respect victims' rights to privacy and confidentiality, subject only to laws requiring certain suspected criminal conduct to be reported in order to prevent future victimization or miscarriage of justice.
- ❖ Provide each victim with personalized services, working with regard to his or her welfare, without concern for personal gain.
- ❖ Serve as a victim's advocate when requested and, in the capacity, act on behalf of the victim's best interest without regard to personal convictions.
- ❖ Conduct relationships with colleagues and other professionals in such a way as they are given equal respect and dignity and to promote mutual respect and improvement of services in the victim assistance field.
- ❖ Not discriminate against any victim, employee, colleague, allied professional or member of the public on the basis of race, ethnicity, gender, religious belief, sexual orientation or national origin.
- ❖ Not use his or her official position to secure gifts, monetary rewards or special privileges or advantages in the profession.

Explanation of Safe Passage Volunteer Program

Volunteers may participate in the volunteer program by providing **direct services** or **indirect services** to victims of Safe Passage. Described and listed below are the differences between a Direct Service Volunteer and an Indirect Service Volunteer. Service areas and duties in each service area are also explained so volunteers can better determine which type of volunteer category best suits them.

A **Direct Service** Volunteer is a volunteer who has direct contact on a regular basis with victims and/or their children. Any person serving in the capacity of a Direct Service Volunteer must attend orientation and complete a minimum of forty hours in-shelter training prior to providing services. As a **Direct Services Volunteer**, you may be asked to perform any of the following duties as well as those of an Indirect Services Volunteer:

- Crisis Intervention** - Assisting residents and non-residents in crisis situations. This may include advocating for victims in situations that involve law enforcement, the Division of Family Services, court house personnel, attorneys, etc. This may also include assisting victims with paperwork to apply for an ex-parte and explaining the legal process for an ex-parte and/or a Full Orders of Protection.
- Informal Case Management** - Helping victims recognize and meet their needs in life and helping them understand the feelings they may be having after leaving an abusive relationship
- Answering the Hot Line** - Answering the hot line in-shelter and assisting callers with their immediate needs. Volunteer will need to be familiar with area resources and community services as well as be familiar with the process of accepting a caller for shelter if needed.
- Child Care Services** - Planning children's activities for resident and non-residents on support group nights. Volunteer will need to be available from 5pm-7pm on Tuesday nights. Also providing emergency child care on an as-needed basis for residents who have to attend court proceedings, job interviews, etc.
- Facilitating Life Skills classes** - Planning and organizing classes based on current resident needs. Class topics may include budgeting, cooking on a budget, learning to sew, arts & crafts activities, decorating the home, self-care issues, etc.
- Support Group** - Assisting other support group volunteers and staff members with planning and facilitating weekly support group topics. Volunteer will need to be available from 5:00pm-7:00pm on Tuesdays.
- Public Speaking** - Becoming familiar with the services of Safe Passage, the dynamics of domestic violence and the needs of victims and speaking with social service agencies, churches and other community organizations about such services and needs.

Indirect Services Volunteers are those who have very limited, if any, direct contact with victims and/or their children. Volunteers who will be providing indirect services will not be required to complete ten hours of in-shelter training but will be required to review the orientation packet and sign all appropriate waivers and agreements before providing services. Indirect Service Volunteers may be asked to perform the following duties:

- Decorating** - Decorating areas within the shelter such as painting, wallpapering, sewing curtains, etc.
- Work Days** - Participating in organized work days which might include landscaping projects, painting inside and outside the shelter, building small projects, cleaning within and outside of shelter, etc.
- Monthly Community Awareness** - Making a commitment to checking 4-6 businesses per month and restocking pamphlets, tear off sheets and other Safe Passage information as needed at those business locations.
- Fund Raising and Special Awareness Projects** - Assisting staff with fund raising events and special awareness projects as they are scheduled. Duties may include distributing fliers for the event, selling tickets, setting up, working in food service areas for the event and clean up following the event.
- Light Construction and Building Maintenance** - Assisting with light construction projects such as building storage shelves, fixing doors and/or windows, installing blinds on windows, and other basic "fix-it" projects.
- Donation Transportation** - Picking up and dropping off donations such as furniture, food, clothing, household goods, etc.

Volunteer Policies

1. The minimum age requirement for volunteers acting in the capacity of a direct service volunteer is 18. Volunteers under the age of 18 must be accompanied and supervised by a parent, staff member or another adult volunteer while performing services for Safe Passage. Any person under the age of 18 who wishes to volunteer is only eligible to provide indirect services.
2. Applicants must submit a written application. A personal interview will be conducted by the Volunteer Coordinator, which shall look at background, skills and abilities of the applicant. The process may include a criminal background check and/or a reference check. Anyone with a history of violent crimes against persons will not be considered for participation in the volunteer program.
3. All applicants are required to sign a Confidentiality Agreement and Participation Agreement as well as an agreement to adhere to the volunteer program policies.
4. Victims of domestic violence or other violent crimes must wait one year following their association with Safe Passage before being considered to volunteer for the program.
5. Approval of applicants into the program is on a case by case basis and is determined by the Volunteer Coordinator based on interviews, observations and the criteria outlined in the policies.
6. Volunteers are encouraged to attend any scheduled volunteer meetings.
7. Volunteers are subject to immediate dismissal for detrimental behavior including, but not limited to:
 - a. Use of illegal drugs or alcohol while representing Safe Passage;
 - b. Providing shelter for a non-related victim in volunteer's home within six (6) months after victim's association with Safe Passage;
 - c. Developing an unprofessional relationship with a client of Safe Passage;
 - d. Breach of confidentiality by way of oral, written or electronic means
 - e. Discussing with the public any information concerning clients, policies and procedures and/or co-workers that may adversely affect the public opinion of Safe Passage.

At the discretion of the Volunteer Coordinator and/or the Executive Director, other actions or behaviors maybe considered detrimental and warrant dismissal. In the event of serious misconduct, the volunteers may be subject to immediate dismissal without notice.
8. Safe Passage disciplinary process shall be as follows:
 - a. **First Step:** Verbal warning to alert volunteer of any unsatisfactory performance or problem areas.
 - b. **Second Step:** Written warning stating a period of probation during which the volunteer shall be evaluated.
 - c. **Third Step:** When it is determined that further actions or warnings shall serve no useful purpose to correct the problem, the volunteer shall be terminated.

Any and all warnings as well as a detailed explanation of termination should it occur, shall be recorded in the volunteer's file.
9. Any volunteer who wishes to file a grievance may do so in writing to the Volunteer Coordinator and/or the Executive Director. The grievance will be reviewed and addressed with the volunteer within five (5) working days.

Volunteer Application

Name: _____

Address: _____

Phone: _____

How did you hear about our volunteer program? _____

Please list any previous volunteer work you've done and for what organization: _____

Did any of your previous volunteer work include working with people in crisis or does your current or past employment include working with people in crisis situations? _____

Do you have certain educational skills, interests or hobbies that you would like to bring to Safe Passage or that might be helpful in your volunteer work? _____

Have you ever been convicted of a felony? Yes No If yes, please describe: _____

Please indicate below whether you wish to participate in the volunteer program as a Direct Service Volunteer or an Indirect Service Volunteer.

I would like to participate as a Direct Service Volunteer. Indicated below are the areas I am most interested in assisting with:

- | | | |
|--|---|--|
| <input type="checkbox"/> Crisis Intervention | <input type="checkbox"/> Informal Case Management | <input type="checkbox"/> Hot Line |
| <input type="checkbox"/> Child Care | <input type="checkbox"/> Life Skills Classes | <input type="checkbox"/> Support Group |
| <input type="checkbox"/> Public Speaking | | |

Additional services you would like to bring to Safe Passage as a Direct Service Volunteer:

I would like to participate as an Indirect Services Volunteer. Indicated below are the areas I am most interested in assisting with:

- | | | |
|---|---|--|
| <input type="checkbox"/> Decorating | <input type="checkbox"/> Work Days | <input type="checkbox"/> Community Awareness |
| <input type="checkbox"/> Fund Raising | <input type="checkbox"/> Special Awareness Projects | <input type="checkbox"/> Light Construction |
| <input type="checkbox"/> Building Maintenance | <input type="checkbox"/> Donation Transportation | |

Additional services you would like to bring to Safe Passage as an Indirect Services Volunteer:

Please list three references:

1. Name: _____
Relationship: _____
Phone: _____

2. Name: _____
Relationship: _____
Phone: _____

3. Name: _____
Relationship: _____
Phone: _____

I have read and understand the Volunteer Code of Ethics, Explanation of Safe Passage Volunteer Program and the Volunteer Policies and agree to adhere to all provisions set forth.

Signature of Volunteer

Date

Signature of Volunteer Coordinator

Date

Volunteer Confidentiality Agreement and Participation Agreement

As a person who will be working as a volunteer at Safe Passage, the following is a statement concerning confidentiality of information contained in this agency that you might come in contact with during the time you are here.

We require that all information gained through service with our agency be treated confidentially. Discussing any information with any non-volunteers and non-staff in any situation or with other volunteers or professionals in places where it might be overheard could destroy the bond of trust between the participant and Safe Passage and will undermine our services.

The location of Safe Passage is confidential information and may not be shared with anyone outside the agency under any circumstances.

A breach of confidentiality is a serious breach of trust and ethical responsibility. It may jeopardize the safety of our participants and staff and thus be cause for immediate removal from service.

I agree not to divulge any information pertaining to any resident or non-resident nor will I disclose the location of Safe Passage for any reason. Further, on behalf of myself, my heirs, executors, and assigns, having made an informed choice to participate as a volunteer at Safe Passage, hold harmless any related officers, directors, and employees from any and all claims for damages of any kind.

Signature of Volunteer

Date

Signature of Volunteer Coordinator

Date

Emergency Contact:

Name: _____

Address: _____

Phone: _____

Relationship: _____

Please indicate below what days and times you are generally available:

Monday daytime hours: _____

evening hours: _____

Tuesday daytime hours: _____

evening hours: _____

Wednesday daytime hours: _____

evening hours: _____

Thursday daytime hours: _____

evening hours: _____

Friday daytime hours: _____

evening hours: _____

Saturday daytime hours: _____

evening hours: _____

Sunday daytime hours: _____

evening hours: _____

Notes: _____

Applicant's Signature

Date

Volunteer Coordinator Signature

Date

Office Use Only:

Application Accepted Denied Reason Denied: _____

Reference Checks: 1. 2. 3. Criminal Background Check: Yes No

Direct Service Volunteer Indirect Service Volunteer

Start Date: _____

Training and Participation Record of: _____

DIRECT SERVICES VOLUNTEER

- Volunteer application completed, signed and approved Date: _____
- Reference checks completed Date: _____
- Photo Identification on file Date: _____
- Background check completed Date: _____
- Confidentiality and Participation Agreement signed Date: _____
- Volunteer Policies and Code of Ethics signed Date: _____
- Volunteer Orientation Packet reviewed Date: _____
- "The Nature and Dynamics of Domestic Violence" booklet Date: _____
- Tour of shelter and explanation of services Date: _____
- Basic Hot Line training completed Date: _____
- Resident handbook reviewed Date: _____
- Ex-parte's and Full Orders of Protection reviewed Date: _____
- Law Enforcement and domestic violence Date: _____
- Ten Hours In-Shelter Training Completed Date: _____

INDIRECT SERVICES VOLUNTEER

- Volunteer application completed, signed and approved Date: _____
- Confidentiality and Participation Agreement signed Date: _____
- Volunteer Policies and Code of Ethics signed Date: _____
- Volunteer Orientation Packet reviewed Date: _____