

Hope Unlimited, Inc.  
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Iola, Kansas 66749  
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[www.hope-unlimited.org](http://www.hope-unlimited.org)

***“Providing Hope & Inspiring Change”***

***Mission: Working to end sexual and domestic violence through services, community education and prevention.***

***Service Area: Allen, Anderson, Neosho and Woodson Counties***

***Programs Include:***

**I. Emergency Shelter (a/k/a Brooks House)**

- 24 hour operations by trained staff and volunteers
- Food, clothing and personal necessities provided
- Support groups
- Crisis counseling

**II. Outreach Program (crisis services outside of the shelter program)**

- Focuses on services outside of the shelter setting
- Provides court advocacy and assistance with protection orders
- Crisis intervention and counseling
- Support Groups
- Serve as a liaison with clients and the judicial system, both civil and criminal

**III. Child Exchange & Parenting Center (a/k/a Visitation Center)**

- Comfortable and secure setting for families in need of supervised visitation or monitored parental exchanges.
- Families may be self-referred, court ordered or referred by a third party such as SRS, attorneys or counselors.
- Serves the 31<sup>st</sup> Judicial District (Allen, Neosho, Wilson and Woodson) and Anderson County in the 4<sup>th</sup> Judicial District.

**IV. Child Advocacy Center**

- The mission of the Child Advocacy Center of Hope Unlimited is to reduce the trauma experienced by abused and neglected children by: (a) conducting child sensitive investigative interviews; (b) improving access to recovery resources and (c) coordinating advocacy services on behalf of children.

*Healthy Initiatives Project* (these services are incorporated in all of the above programs) Addresses the unmet healthcare needs of victims. Provides access to services and referrals for medical intervention including mental health and dental services

## TIER 2 INTRODUCTION TO VOLUNTEERISM

**Volunteers have always been a vital part of grass roots endeavors to address specific social problems. Most responses to social ills have resulted through the hard work determination of local volunteers. Concerned citizens have always volunteered their i, energy, and talents to help "right" the "wrongs" of society.**

***There is a story about an old man who used to go to the ocean to do his writing.***

*He had a habit of walking on the beach every morning before he began his work. Early one morning, he was walking along the shore after a big storm had passed and found the vast beach littered with starfish as far as the eye could see, stretching in both directions.*

*Off in the distance, the old man noticed a small boy approaching. As the boy walked, he paused every so often and as he grew closer, the man could see that he was occasionally bending down to pick up an object and throw it into the sea. The boy came closer still and the man called out, "Good morning! May I ask what it is that you are doing?"*

*The young boy paused, looked up, and replied "Throwing starfish into the ocean. The tide has washed them up onto the beach and they can't return to the sea by themselves," the youth replied. "When the sun gets high, they will die, unless I throw them back into the water."*

*The old man replied, "But there must be tens of thousands of starfish on this beach. I'm afraid you won't really be able to make much of a difference."*

*The boy bent down, picked up yet another starfish and threw it as far as he could into the ocean. Then he turned, smiled and said, "It made a difference to that one!"*

*adapted from [The Star Thrower](#), by Loren Eiseley (1907 – 1977)*

We all have the opportunity to help create positive change, and by becoming a volunteer for Hope Unlimited you can be a very important part of the work it takes for us to be able to continue the important work we do for so many. You might not be able to change the entire world, but at least you can be an important part of that change. We so appreciate you coming on board with us to do so.

Hope Unlimited is committed to providing its volunteers with the tools needed to participate in the process as well as meet their ongoing needs. Training is required and ongoing staff support is available to assist volunteers in fulfilling their commitments to our agency.

## **Competency Criteria for Tier 2 Volunteer Advocates/Counselors:**

The purpose of this manual is to address the victim/advocate component of our volunteer program. The following set of volunteer criteria and guidelines are vital to the complimenting relationship between victim advocate volunteers and the agency:

1. Ability to create a trusting relationship with the client.
2. Ability to remain calm.
3. Ability to remain non-judgmental and stay objective.
4. Ability to keep one's personal problems and complaints out of the counseling/advocate relationship.
5. Ability to provide a supportive atmosphere.
6. Have good listening skills such as paraphrasing, reflective listening and empathy.
7. Ability to ask the appropriate questions to assist the client in clarifying issues, expressing feelings, and discovering relevant details.
8. Ability to provide information and answer basic questions on medical, police, and legal Procedures.
9. Ability to integrate counseling skills and knowledgeable information.
10. Provide responsible follow-up and appropriate referral when necessary.
11. Help restructure the client's thinking away from harmful myths.
12. Ability to help the client in decision making.
13. Knowing when and how to help the client.
14. Responsibly represent Hope Unlimited when making contact with clients and other agencies.
15. Willingness to continue learning and improving "helper" skills.

# Volunteer Victim Advocate Manual

Updated January, 2017

## About Hope Unlimited, Inc.

Hope Unlimited was formed in 1984 to provide victim assistance in rural Southeast Kansas. At that time, the board of directors took victims into their own homes to provide them with a safe place to stay. Since then, Hope Unlimited has grown and now provides a multitude of services to men, women and children who have experienced family violence, sexual assault or sexual abuse. Hope Unlimited, Inc. currently serves Anderson, Allen, Neosho, and Woodson counties.

## Mission Statement:

Hope Unlimited, Inc. is a non-profit, community-based organization operated by staff and trained volunteers who provide support to victims of family violence and sexual assault. Hope Unlimited, Inc. attempts to promote an understanding of the cause and effects of violence, hoping that through such understanding, such violence can be eliminated.

## Volunteer Policy of Hope Unlimited:

It is the policy of Hope Unlimited, Inc. to actively recruit and maintain a trained core of volunteers to assist the agency in providing victim service; and to implement procedures by which to successfully do so.

Hope Unlimited, Inc. strives to create a supportive environment in which people may fully recognize and realize their worth as human beings and, in turn, take control of their own lives. Volunteers wishing to be involved in this process, directly or indirectly, are welcomed.

## Policies and Procedures

### Confidentiality

The location of the shelter is confidential. Under no circumstances is a volunteer to give out any information regarding any Hope Unlimited client, former client, advocate, and or Hope Unlimited providers to anyone requesting it unless specifically approved by the Executive Director or by written authorization of the client. (This includes acknowledging that an individual has received services or has made inquiries about Hope Unlimited). All volunteers and staff phone numbers and addresses are confidential. Client and administrative records are to be kept on the premises at all times. Under no circumstances are unauthorized individuals to have access to either the records themselves or any material obtained from them. **RELEASE OF INFORMATION IS TO BE APPROVED BY THE EXECUTIVE DIRECTOR.**

### Public Statements

All inquiries from the media must be referred to the Executive Director. No volunteer may speak to the media as an official spokesperson for the agency without prior authorization from the Executive Director. In addition, Hope Unlimited, Inc. cautions volunteers against discussion of the agency's internal affairs with any unknown or unauthorized person.

### Client/Volunteer Relationship

No volunteer will shelter any women or children who are clients or residents of Hope Unlimited, Inc. This is for protection from an abuser as well as to avoid any kind of feelings of disparity between residents and volunteers. The sheltering of a client will automatically dismiss the volunteer from the Hope Unlimited Volunteer program. No volunteer will go to the home of a resident under any circumstances. Volunteers will not give residents or clients anything (clothing, medicine), nor will they give residents their phone numbers. **VOLUNTEERS WILL NOT TRANSPORT CLIENTS.**

## **Theft**

Taking materials, food, or clothes from Hope Unlimited, Inc. is considered theft. It is grounds for immediate dismissal and subject to criminal action.

## **Tardiness and Work Schedule**

Repeated tardiness is unacceptable. It is the volunteer's responsibility to inform the shelter office if he/she is unable to fill the assigned time. We value the time each volunteer gives to Hope Unlimited, Inc. When a volunteer is scheduled, the staff person in charge may plan to use that time for something else.

## **Disciplinary Policy**

Hope Unlimited, Inc. requires that acceptable standards of volunteer conduct be observed at all times. Hope Unlimited, Inc. expects a volunteer will fulfill his/her specific volunteer description and observe all policies and rules of the organization.

A volunteer who fails to abide by the established standards should be aware of possible termination.

In considering disciplinary actions, judgment must be exercised on the seriousness and severity of the infraction, the volunteer's past history, the history of enforcement of rules and regulations and the particular facts of the case.

The following disciplinary actions may be taken at any time.

## **Termination**

- A. If the volunteer needs to terminate his/her involvement in the program, please notify the Volunteer Coordinator two weeks in advance.
- B. Volunteers may be terminated for any of the following: gross misconduct, theft, incompetence, repeated tardiness, absenteeism, lack of work, divulging information about clients or location of shelter, basic unwillingness to cooperate and/or communicate with other volunteers or staff, sheltering a client in their home, going to a resident's home, or unwillingness to abide by agency policy and other related reasons.
- C. Sometime a volunteer may be asked to take a leave of absence. There are many reasons why this might occur, one of which is burnout. If at the conclusion of the leave the individual wishes to return to active volunteer status, she/he should contact the Volunteer Coordinator.
- D. If a former employee or resident wishes to volunteer at Hope Unlimited, Inc. she/he must contact the Volunteer Coordinator prior to scheduling a time at Hope Unlimited, Inc. The reasons for dismissal/departure must be considered before approval.

## **Dress Code**

Volunteers represent Hope Unlimited, Inc. when volunteering for Hope Unlimited, Inc. Volunteers need to dress appropriately for the occasion. When volunteers speak on behalf of Hope Unlimited, Inc., professional attire is appropriate. Volunteers at shelter may wear jeans (without holes), t-shirts (no alcohol slogans or inappropriate designs), and sandals/tennis shoes.

## **Sexual Harassment Policy**

Hope Unlimited, Inc. is committed to maintaining a work environment that is free of harassment. Hope Unlimited, Inc. strictly prohibits harassment based on race, color, age, gender, sexual orientation, religion, disability, national origin and other classes protected by applicable law. Prohibited harassment includes, but is not limited to the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Nonverbal conduct such as suggestive or insulting noises, leering, whistling or obscene gestures;
- Visual conduct such as derogatory and / or sexually oriented posters, photographs, cartoons, drawing or gestures;

- Physical conduct such as assault, unwanted touching, kissing, blocking normal movement or interfering with work;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors; and
- Retaliation for having reported or threatened to report harassment.

Sexual harassment includes any of the following conduct: (a) making unwelcome advances or requests for sexual favors, or other verbal or physical conduct of a sexual nature, a term or condition of employment, (b) basing employment decisions on whether an individual submits to or rejects such conduct, or (c) creating an intimidating or hostile working environment by such conduct.

**Any volunteer, client or vendor who believes he/she has been the subject of harassment or who is aware of a violation of this policy should report the conduct immediately to his/her immediate supervisor or the Executive Director. If your immediate supervisor is the Executive Director and you feel he/she is harassing you, please contact the EEOC Officer (Chairperson of the Personnel Committee). This report should include details of the incident or incidents, names of the individuals involved and names (if any) of any witnesses. Hope Unlimited, Inc. through its EEOC Officer, will promptly undertake the investigation of the harassment allegations and attempt to resolve the situation as fairly and as confidentially as possible.**

Any volunteer found by Hope Unlimited, Inc. to have engaged in harassment will be subject to disciplinary action, up to and including termination. Hope Unlimited, Inc. will not retaliate against you for raising any concerns regarding this subject.

### **Our Services:**

Since 1984 Hope Unlimited has provided 24 hour assistance to victims of violence and abuse in Southeast Kansas. We have spent 25 years working to provide shelter, victim advocacy and outreach to those in need. Through our various programs we provide the following services to victims of family violence and sexual assault.

- Emergency Shelter
- Crisis Intervention
- Outreach Services
- Child Exchange & Parenting Center (aka – Child Visitation Center)
- Child Advocacy Center and
- Healthy Initiatives (H.I.P)

## **Hope Unlimited Programs**

### **Emergency Shelter**

Hope Unlimited, Inc. accepts for residency in the emergency shelter any woman who is the victim of domestic violence or sexual assault. The victim's minor children will also be accepted with her. The shelter provides basic support of food, shelter and safety and provides ongoing education throughout the victim's shelter stay.

- A. The location of the emergency shelter is confidential. Under NO circumstances do we give out information regarding the shelter in regard to location, clients, former clients, advocates or volunteers unless specifically approved by the Executive Director.
- B. The shelter facility will be drug and alcohol free.
- C. The atmosphere will be cooperative and violence free.
- D. Residents will be responsible for the care and behavior of their own children.

**The emergency shelter operates 24 hours a day with trained staff and volunteers.**

### **24-hour Crisis Line**

Trained volunteers and Shelter staff are available after office hours to take calls made to the agency's 24-hour Crisis Line. Callers dial the line for many reasons and may be survivors of domestic violence or sexual assault or friends or family of survivors. The primary focus of Crisis Line responders is the safety of the caller. Callers may be referred to the Crisis Line by a professional, a therapist, a friend, information in the community or some other source. If the caller is in a crisis and requests Shelter or is in need of immediate assistance, the call may need to be transferred to other trained volunteers and Advocates on call to respond directly.

### **Outreach Services**

Focuses on services outside the shelter, provides court advocacy and assistance with protection orders, crisis intervention and counseling, support groups and will serve as a liaison with clients and the judicial system, both civil and criminal.

Hope Unlimited, Inc. provides information and educational opportunities regarding sexual assault and domestic violence within the community via brochures, specialized training sessions, awareness raising events, fundraisers, news media and social media communications.

### **Child Exchange & Parenting Center aka (Child Visitation Center)**

The Child Visitation Center is a comfortable and secure setting for families in need of supervised visitation or monitored parental exchanges. The CVEC was established to promote the safety and welfare of children and their parents. Families may be self-referred, court ordered or referred by a third party such as SRS, attorneys or counselors.

### **Child Advocacy Center**

The mission of the CAC of Hope Unlimited is to reduce the trauma experienced by abused and neglected children by: (a) conducting child sensitive investigative interviews; (b) improving access to recovery resources and; (c) coordinating advocacy services on behalf of children.

## **Role of the Volunteer**

Hope Unlimited, Inc. includes volunteers in community outreach and trained volunteers in many of its direct service or response programs. Volunteers are supervised by the Volunteer Coordinator and by program staff, except volunteers working in the shelter, their direct supervisor is the Victim Services Coordinator in charge of the shelter.

### **Tier One – (No interaction with clients)**

Our Tier One volunteers often donate their time on a singular basis, but many positions can be on-going as well. We offer the following opportunities for Tier One volunteers.

#### **Community Outreach**

The agency sets up booths at community events and coordinates fundraiser and awareness events to promote services and to educate the public. Volunteers help to staff those booths and organize fundraising activities in collaboration with the agency. *For example: Hope Unlimited, Inc. will hold fund raisers such as bake sales, volunteers will help provide the food to sell at these bake sales.*

#### **Office Aide**

Between 8am and 5pm any day Monday through Friday, volunteers can help with office work and special projects.

#### **Maintenance**

The office and shelter often need maintenance work or improvement. Volunteers can help with or organize their own work projects in collaboration with the agency.

## **Tier 2- (Direct Assistance or First Response)**

First Response volunteers receive specialized training both in the classroom and on-the-job, totaling at least 40 hours of training before working with survivors. They are also encouraged to attend on-going training courses as they are offered.

### **Direct Response (SART/DART/SHELTER)**

Volunteers trained in Direct Response will be on call. Direct Response volunteers notify the Volunteer Coordinator of their availability and are in contact with the Advocates and Shelter staff.

### **Requirements and Training**

Any person at least 18 years of age is eligible to apply to volunteer. No prior training related to sexual assault or domestic violence is necessary to become a volunteer, although survivors are asked to wait a minimum of one to two years before volunteering. To learn about the role of the agency and the role of the volunteer, volunteers will be given the latest version of Volunteer Policies and Procedures.

Persons interested in positions beyond Tier One will be asked to submit to a background check. The volunteer will pay the fee for their background check. Criminal records that may disqualify a person from volunteering permanently include but are not limited to a history of perpetrating child sexual abuse, child abuse, any crime in which children were involved, or any sexually exploitive behavior. Other offenses may disqualify a volunteer based on the nature of the volunteer position.

The Volunteer Coordinator will maintain confidential records and updated information for all volunteers. Active volunteer files and inactive volunteer files, due to separation or leave of absence, will be filed separately.

Volunteer training will be specific to the program guidelines where they elect to volunteer. The Volunteer Coordinator will set up training and approve Volunteer's Training Checklist upon completion. Training topics include but are not limited to:

Direct Service Procedures and Training;  
Direct Response Procedures and Training;  
Domestic Violence Advocacy Training;  
Domestic Abuse Response Training (DART);  
Sexual Assault Advocacy Training; or  
Sexual Assault Response Training (SART).

Volunteers are invited to attend ongoing trainings when appropriate.

### **Cultural Expectations**

As a volunteer for Hope Unlimited, Inc. you will be expected to understand the agency's mission and philosophy statement. Your experience as a volunteer with us will be most rewarding when you apply your understanding in each aspect of your volunteer work. Please study the following values that will be essential to your work.

#### *Ethical Communication*

Communication is the most important tool for volunteers and staff working together as a group or team. Hope Unlimited's staff will introduce themselves to volunteers as they are afforded the opportunity and will be available to give assistance. Volunteers are encouraged to voice their concerns. Situations may arise for volunteers where a staff member's knowledge or experience can help increase understanding of an issue or clarify the next step in resolving a crisis or problem. Volunteers are free to ask staff they work with or the Volunteer Coordinator any questions they might have.

Directness, openness, and listening will lead to unity. Open communication is ethical. Personal agendas are valid if expressed openly in a group. Secret agendas among members are anti-group and invalid. Secrecy is dishonest and creates unethical communication. Group members need full information regarding problems to be solved, especially during conflict, for the group to truly access solutions. Failure to provide full information is an attempt to manipulate, which derails positive change and creates misconceptions among group members, leading to resentment and hostility. Invalidating a person or the process is an unethical means of advocating a point of view. It suggests that some group member's views are more important than others' views. The purpose of each individual's communication is not to conform, but to reach a mutually acceptable balance. This creates a united agenda. Each group member's perspective is important and enriches the group process.

Each team member has a right and responsibility to participate. Opposing views must be heard to reach a group-supported decision. Individuals must know that they have been heard even if the group ultimately chooses a different course.

### *Confidentiality*

Confidentiality is a core value to services provided to survivors of sexual assault and domestic violence. Volunteers are expected to maintain confidentiality in accordance with Hope Unlimited's Policies and Procedures concerning survivors we serve, the location of our shelter, and information regarding staff or other volunteers. Any information regarding donors, businesses or individuals, may not be used personally for contact or solicitation.

No volunteer may speak to the media as an official spokesperson for the agency. All inquiries from the media must be referred to the Executive Director. In addition, Hope Unlimited discourages volunteers from any discussion of the agency's internal affairs with any unknown or unauthorized person.

### *Non-Judgmental Attitude*

Each individual has dignity and value. Survivors, staff, and volunteers all have their own social value system. We must regard each other without judging based on our own value system. We may face issues with individuals, groups or organizations due to differences in race, gender, class, sexual orientation or behavior, marital status, political affiliation, national origin and employment status, among other things. Personal feelings regarding these issues must not interfere in these interactions.

### *Personal Development*

Volunteers are expected to engage with topics presented throughout training and to continue to develop their knowledge of the issues surrounding sexual assault and domestic violence. Volunteers should be aware of the mission, philosophy statement, and history of Hope Unlimited, Inc. and be supportive as the agency expands its services to meet the current needs of survivors in our community.

### *Personal Readiness*

Volunteers may be survivors or know survivors of sexual assault or domestic violence. All individuals who volunteer, including those who have experienced sexual violence or have left an abusive relationship, need to be comfortable assisting survivors who have not made the decision to leave. Individuals who have experienced sexual or domestic violence should be at a level of recovery from their own painful experience where it can inform their service but not interfere with the survivor's needs.

## **Volunteer Rights**

As a volunteer for Hope Unlimited, Inc., you have these rights:

- The right to be informed about changes in policies and procedures;
- The right to be informed about changes in staff;
- The right to be supported in your volunteer activities; and
- The right to have a channel to express problems and suggestions.

## **Volunteer Responsibilities**

### *Communication*

Maintain contact with the Volunteer Coordinator. Volunteers must inform the Volunteer Coordinator regarding changes in their contact information. Volunteer interests are sure to change with life experiences. Communicate desires for a change in your position. Volunteers can always make a change in the area where they volunteer or resign. Volunteers may also assist in the evaluation of volunteer programs.

### *Referrals*

Make appropriate referrals. Work to find the answers to questions from survivors by asking someone who may know or by giving the contact information to the survivor.

### *Timesheets*

Keep track of time volunteered provided by the Volunteer Coordinator. Timesheets must be turned in to the Volunteer Coordinator by the \_\_\_\_\_ of each month, detailing time volunteered for the month prior via methods agreed upon between the volunteer and the coordinator.

### *Self-care*

Prioritize self-care. Volunteers who work with survivors of abuse may experience vicarious trauma and may need to temporarily step away from the issues or take a leave of absence for the purpose of maintaining personal physical, mental and emotional balance. The agency supports each individual's need for safety and health.

### *Safety*

Focus on maintaining a safe, drug-free work environment for volunteers, staff and survivors.

Possession, sale or distribution of illicit drugs, controlled substances, alcohol, or medications that impair judgment during volunteer time or at any site related to Hope Unlimited, Inc. is prohibited. The presence of illicit drugs or unauthorized controlled substances, as determined by appropriate testing, is prohibited. Being under the influence of alcohol is prohibited during volunteer hours.

### *Conduct*

Be professional. Relationships between volunteers and staff and between volunteers and survivors will be characterized by professional conduct. If relationships develop that are sexual in nature, supervisors will determine the appropriate course for discipline or dismissal.

### *Personal Benefit*

Keep Hope Unlimited's interests a priority. Persons affiliated with the agency may not use any information obtained through their work for personal interests or personal benefit. Agency property and facilities shall not be used to further

personal or professional interests counter to those of Hope Unlimited and its programs. These types of behavior may result in dismissal.

### *Grievances*

Volunteer grievances and concerns should first be taken to the Volunteer Coordinator. If the issue cannot be resolved, it will be taken to the Executive Director for a final resolution. In the case of a grievance that the Executive Director does not resolve to the volunteer's satisfaction, the volunteer may be dismissed from their volunteer position.

### *Separation*

Volunteers may separate from their position through resignation or dismissal. Volunteers are asked to give notice of their resignation to the Volunteer Coordinator. A volunteer for Hope Unlimited can be dismissed at any time by the Volunteer Coordinator after permission or directive from the Executive Director. Dismissal of a volunteer is usually effective immediately.

Volunteers are invited to complete an exit interview with the Volunteer Coordinator at the time of their separation from the agency.

## **CONFIDENTIALITY POLICY:**

### **Shelter:**

Hope Unlimited, Inc. will make every effort to ensure that the location of the shelter facility remains confidential and is not disclosed to the general public. Clients utilizing the facility will be required to participate in this process and will be provided with information concerning the importance of confidentiality. The address or other means of identification will not be used in any brochures or other promotional material regarding the agency. It is understood that the address or other locating information may be necessary in the event of a fire, medical emergency or similar situation requiring the assistance of police and firefighters. In such instance, the shelter facility address or location information will be made available to those agencies in accordance with the emergency procedures implemented by Hope Unlimited, Inc.

### **Clients:**

It is the policy of Hope Unlimited, Inc. to maintain confidentiality in all matters regarding the clients served by the agency. Each client file is closed for the protection of the client and statistical reports provide to funding sources will not contain the names or other personal means of identification of clients. Client files will be kept in locked cabinets while in "active" status and will be stored in a secure location upon achieving "inactive" status. Electronic records will be secured by a password and the Executive Director shall be responsible for authorizing employee access to such records.

### **Employees:**

In addition to being employed by Hope Unlimited, Inc. to perform certain work-related duties, employees are also employed for the confidential and ethical manner in which those duties will be performed. By virtue of employment with Hope Unlimited, Inc., employees may be placed in a position of special trust and confidence with access to confidential information concerning not only clients but also the agency as a business entity. During the course of employment there may be disclosed to employees (or otherwise made known whether directly or indirectly) certain confidential and/or proprietary information or material relating to the clientele and/or business of Hope Unlimited, Inc.

Such information may include, but is not limited to: client lists, client names and client files; information concerning persons and/or agencies entering the building for the purpose of interviews, process of service (i.e. delivering summons, subpoenas, etc.) or similar legal matters including the nature of the business and/or person directly affected whether client, employee, co-worker or visitor.

"Confidential or proprietary information or material" also means all information or material that is not in the public domain and that is disclosed or otherwise made available – or comes to the attention of the employee during his/her the course of employment including the nature of discussions or other communications between agencies; each agency's finances, financial structure, financial condition, assets and liabilities, directors, officers, employees, consultants, contractors, agents and representatives.

Employees shall not during the time of employment **or any time thereafter**, disclose or divulge any confidential and/or propriety information regarding Hope Unlimited, clients or any collaborating agency to any person, agency or entity, unless required to do so by a court of law.

### **Social Media Policy:**

Hope Unlimited recognizes the new opportunities and risks associated with social media and the ability to enhance services. Any social media forum representing Hope Unlimited will have timely, open and to the extent possible (without comprising confidentiality) honest communication.

Social media will be used in coordination with and to support the goals of Hope Unlimited. It is intended to enhance the agency's ability to communicate, build community, provide support and offer a forum for victims.

Hope Unlimited will maintain a presence on Facebook and Twitter and the Executive Director or his/her designee will serve as the monitor and facilitator on all social media sites representing Hope Unlimited.

Employee and volunteer engagement in social media presents a unique opportunity for generating awareness and networking. Hope Unlimited will not coerce any employee or volunteer to utilize personal social media accounts to benefit Hope Unlimited. When the employee or volunteer identifies themselves as affiliated with Hope Unlimited, readers often identify them as an official with the agency. The following guidelines must be followed:

1. Any employee or volunteer identifying themselves as associated with Hope Unlimited must act responsibly on social media forums.
2. All agency policies regarding confidentiality, standards of conduct and ethical boundaries must be observed.
3. Donor information may not be released without the approval of the Executive Director, who will follow the agency guidelines on such disclosure.
4. Any media inquiries made directly to employees or volunteers must be managed according to agency policies regarding the media.
5. If a client approaches the employee or volunteer through social media, the confidentiality, and client/staff interaction policies of Hope Unlimited must be observed.
6. Social media forums involving legislative issues or agendas must be participated in using own name rather than identifying self as affiliated with Hope Unlimited

## VOLUNTEER PROGRAM CONTRACT

I, \_\_\_\_\_, having received a copy of Hope Unlimited, Inc. Volunteer Policies and Procedures, commit myself to learning and complying with the guidelines.

- I agree to adhere to Hope Unlimited, Inc. Volunteer Policies and Procedures.
- I will fulfill my commitment to volunteering and will notify program staff or the Volunteer Coordinator as soon as possible, if I am unable to perform my duties.
- I will not jeopardize the agency, myself, other volunteers, staff or survivors by failing to follow procedures or by neglecting the training I may receive.
- By signing below, I promise to uphold the mission of Hope Unlimited and meet the cultural expectations described in the Volunteer Policies and Procedures of Hope Unlimited.

I agree to the above conditions of my volunteer position.

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Volunteer Signature

Date

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Volunteer Coordinator Signature

Date

## Volunteer Anti-Harassment Policy

Hope Unlimited, Inc. strongly disapproves of any volunteer, employee, supervisor or client engaging in harassment including sexual harassment of other volunteers, employees, clients or vendors. Any verbal, physical or visual conduct that has the purpose or effect of belittling or demeaning any individual or group on the basis of race, color, religion, national origin, ancestry, sex/gender, sexual orientation, age, disability, or other characteristics will not be tolerated.

Sexual harassment includes such behaviors as sexual joking, displaying lewd pictures, using language of a sexual nature or words that have the purpose or effect of demeaning or belittling either, sex, improper touching, and conduct toward an individual that would not have occurred but for the individual's sex.

The Equal Employment Opportunity Commission defines sexual harassment as follows:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- A. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- B. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such an individual; or
- C. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

If any volunteer believes she or he is the target of behaviors or actions that may constitute sexual or other harassment, or witnesses such behaviors or actions, the volunteer must immediately report his or her concern. Any volunteer can report a concern about harassment without fear of retaliation. The report will be kept confidential and consistent with a prompt, thorough and objective investigation by the Executive Director and/or members of the Board of Directors.

Once reported, allegations will promptly be investigated. If confirmed, immediate corrective action will be taken appropriate to the severity of the harassment, up to and including immediate termination or dismissal.

I, \_\_\_\_\_, have received a copy of Hope Unlimited's Volunteer Anti-Harassment Policy.

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

**AGREEMENT TO MAINTAIN CONFIDENTIALITY  
(For Vendors, Agencies, and Individuals)**

As a non-profit, community-based organization, Hope Unlimited enlists the services and assistance of outside vendors, agencies and individuals to assist with client referrals, case management, special events, educational projects, and related activities in the course of fulfilling the mission of the organization.

Confidentiality is vital to the safety and security of the clients, staff, and volunteers of Hope Unlimited. Therefore, Hope Unlimited must insist that certain measures be followed and by agreeing to provide assistance, you also agree and understand as follows:

1. The location of the shelter facility must remain confidential and must not be disclosed to anyone.
2. The names of the clients must remain confidential and must not be disclosed to anyone.
3. The nature of the services provided to clients must remain confidential and must not be disclosed to anyone.

By signing below, you acknowledge that you have read this document, understand the contents, and agree to uphold the confidentiality policies of Hope Unlimited.

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Hope Unlimited Representative:**

\_\_\_\_\_

**Date:** \_\_\_\_\_