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Volunteer Handbook
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Table of Contents

Letter of Welcome	3
Our Mission	4
Purpose of Volunteer Program	5
Our Services	6
Background Checks & Confidentiality	7
General Guidelines	8
Anti-Harassment Policy	10
Volunteer Acknowledgment	12

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Welcome to Children & Families of Iowa

Dear Friend of CFI,

Thank you for choosing to volunteer at Children & Families of Iowa (CFI). We appreciate your willingness to share your time and talents with us, and we hope to provide a rewarding volunteer experience.

CFI is a private, nonprofit organization dedicated to helping at-risk children and families learn to help themselves. We have a long history of serving Iowa's families. Founded in 1888, we are one of the oldest human services organizations in the state. We are pleased to be celebrating our 125th anniversary this year.

Our development services fall into the core program areas: domestic violence prevention, family-centered care, early childhood development services. All of our programs are licensed or certified. We serve people of all ages, genders, religions and ethnicities. We are committed to our community, which means that we are a nationally accredited, locally respected organization serving thousands of people each year.

Children & Families of Iowa is committed to restoring hope, building futures and changing lives across Iowa. We are successful because of the dedication of our volunteers. Thank you for helping us make a difference.

Sincerely,

Gloria Gray
Chief Executive Officer
Children & Families of Iowa

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Our Mission

Children & Families of Iowa is restoring hope, building futures and changing lives.

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CFI's Volunteer Program

The goal of Children & Families of Iowa's volunteer program is to match the talents and skills of our volunteers with the needs of the clients and the organization as a whole in order to provide a rewarding experience for all.

In order to assure a high standard of volunteer quality, an application and screening process has been established. Reference checks are performed and other background checks may be made in the case of direct client service. Each volunteer is provided with an orientation to our mission, history, and programs. The importance of confidentiality is emphasized. Volunteer training, supervision, support and evaluation are ongoing. Volunteers are asked to perform their role with dedication, sensitivity, and respect for the rights of our clients.

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Our Services

❖ Restoring Hope for Victims of Domestic Violence

We provide hope, healing, and help to victims of domestic violence through safe shelter, outreach and crisis support with our hotlines.

❖ Helping Teens Find Brighter Futures

We provide full spectrum substance abuse therapy and mental health services, group homes and development of educational and vocational goals.

❖ Creating Safe Homes for Children

We help find safe, stable homes for abused or neglected children and help families in crisis stay together.

❖ Preparing Children to Succeed

We offer families affordable childcare options that give children a safe, supportive place to learn and grow.

❖ Empowering People to Reshape Their Lives

We help individuals and families make positive changes in their lives through counseling services.

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Background Checks & Confidentiality

As a human services agency providing services to at-risk Iowans, we are committed to the safety and privacy of the individuals we serve. We conduct criminal background checks, child abuse checks and motor vehicle checks when it is appropriate to the volunteer position.

In the course of your volunteer placement with CFI, you may see confidential information. It is imperative that the confidentiality of our clients, donors, and staff be maintained at all times. Our continued ability to serve clients is contingent on our ability to guarantee such privacy. CFI is regulated by HIPPA (Health Information Portability and Accountability Act). Personal information is confidential and may not be shared.

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General Guidelines

The following information is provided to help you become familiar with Children & Families of Iowa and in our environment.

Accidents

If you have an accident while you are at Children & Families of Iowa, any resulting injuries should be reported within 24 hours.

Dress

You are requested to dress appropriately for the activities in which you are engaged. If you have questions about dress code, please check with the volunteer coordinator.

Attendance

When you accept an assignment, the organization is relying upon you to carry it out. It is important that you be prompt and dependable. If you are unable to volunteer as scheduled, please let the volunteer coordinator know as soon as possible.

Chemical Dependency and Use

Volunteers who arrive at Children & Families of Iowa under the influence of alcohol or drugs will be asked to leave.

Confidentiality

As a volunteer of Children & Families of Iowa, you are bound by rules of confidentiality regarding our clients, donors, and staff. Please use discretion when sharing organizational information and refrain from discussing client business outside of the organization.

Driving

Volunteers must have good driving records and proof of insurance. A photocopy of your current driver's license and proof of insurance along with a signed acknowledgement form must be kept on file along with your application. Volunteers may pick up in-kind donations or run errands for the organization, but they cannot transport clients. Children & Families of Iowa assumes no responsibility for damages on insurance coverage for the volunteer while driving for the organization. Volunteers are responsible for having the appropriate amount of insurance coverage on their vehicles.

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General Guidelines for Volunteers, continued…

Grievances and Sexual Harassment

If you have any questions, suggestions, concerns, or problems (including sexual harassment issues) while performing your assignment, these should be brought to the attention of the staff supervisor and HR department immediately.

Records

Your time is important to us. We ask that you document your hours each time you are here. Your staff supervisor will collect the hours from you and put them in your file. These records are important for several reasons: they reflect the extent of your activity in the agency; they serve as a basis for recognition; they provide information for future job references and they are part of our reporting.

Smoking

Smoking is allowed in designated outdoor areas only.

Supervision

Each volunteer/intern is assigned a staff supervisor who will assist them in making a smooth adjustment to their work assignment. The staff supervisor is responsible for the support, training and review of the volunteer. Your staff supervisor is here to help you.

Telephone Calls

Your courtesy in using the telephone promotes Children & Families of Iowa in a positive way. If answering the phones, please state the name of the organization, department and your first name. Please request that relatives and friends not call you while working except in an emergency. Always thank the caller for calling.

Theft

The organization is not responsible for loss or stolen personal property.

All Children & Families of Iowa volunteers and interns are prohibited from accepting donations or personal funds of any significant value in exchange for their time and resources.

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Anti-Harassment Policy

All agency volunteers should enjoy a work environment free of harassment. This is not limited to harassment in the following areas: race, color, creed, national origin, gender, marital status, sexual orientation, age, religion, veteran status, political belief, physical or mental disability or any other characteristic protected by law. Harassment includes display or circulation of written materials or pictures degrading to either gender or to racial, ethnic, or religious groups; and verbal abuse or insults directed at or made in the presence of members of a racial, ethnic or minority group. Harassment also refers to behavior that is personally offensive, impairs morale, and interferes with the work effectiveness of employees. Any harassment will not be tolerated, and can result in disciplinary action up to and including dismissal.

If a volunteer believes that he or she is being subjected to harassment, the volunteer should notify his or her direct supervisor as well as the volunteer coordinator. Human Resources will then be notified and investigate the situation. All investigations will be conducted with due regard for the privacy of everyone involved. Disciplinary action will be taken if appropriate.

Sexual Harassment

Sexual harassment consists of any unwelcome conduct, whether verbal, visual or physical, that is based upon a person's gender. Such conduct is unlawful and prohibited whenever it creates an intimidating, hostile or offensive working environment. CFI will not tolerate any form of gender-based or sex-based discrimination, including any kind of sexual harassment against volunteers or staff. Such discrimination violates federal and state law, and the agency's Sexual Harassment Policy.

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Anti-Harassment Policy, continued…

Definition of Sexual Harassment:

- Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, and other verbal, visual, and physical conduct of a sexual nature whenever:
- Submission to the conduct is made either an explicit or implicit condition of volunteering
- Submission to or rejection of the conduct is used as the basis for a volunteer decision affecting the harassed employee
- Harassing conduct unreasonably interferes with a volunteer's work performance or creates an intimidating, hostile or offensive working environment

The prohibition against sexual harassment applies to everyone – managers, employees, volunteers, clients, vendors and visitors. If you believe you have been sexually harassed, you should report the incident to your immediate supervisor. If the harassment involves your supervisor, please report the incident directly to the next level of leadership or the the human resources department. Complaints will be investigated thoroughly and quickly. When appropriate, disciplinary action will be taken against the harassing party, up to and including termination.

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Volunteer Acknowledgment

I understand that the records and information to which I will have access as a Children & Families of Iowa volunteer are confidential and protected by law. My signature certifies that this information has been explained to me. I agree not to discuss any confidential information including, but not limited to, any description of situations, as well as names of clients, donors, or staff with whom I may work. I understand that even when I am no longer a volunteer for CFI, the information I learned as a volunteer must continue to be kept confidential.

I also understand that:

- The organization does not carry insurance of any kind for volunteers or volunteer vehicles

_____

Volunteer's Name (*please print*) Date

_____

Volunteer's Signature Date

Volunteer Groups

As a group representative, I will be responsible for ensuring that group members are made aware of the policies and procedures of this agency and confidentiality regulations. I will secure their commitment to abide by these regulations.

_____

Name of Group Representative (*please print*) Date

_____

Signature of Group Representative Date