



VOLUNTEER HANDBOOK
Updated 1.17.18



Table of Contents

Welcome from our Executive Director	3
Mission Statement	4
Vision Statement	4
History of Places for People	4
About Our Clients	4
Non-Discrimination Statement	4
Volunteer Rights	5
Volunteer Responsibilities	5
Policies	5
Procedures	7
Acknowledgement Page	10
Forms	11



Welcome from our Executive Director

Dear Friends:

Welcome to Places for People! I thank you for your interest in our agency and your support of innovative and effective mental health services for people with the greatest needs but the fewest resources.

This handbook provides a comprehensive and evolving introduction to our volunteer program. Through your time, effort and expertise, you will be assisting families who have young children and would benefit from parenting education and support, young adults who experience behavioral health problems, adults with serious mental health disorders, including co-occurring addiction disorders, and people who are HIV positive with co-occurring mental health and/or addiction disorders.

We wish to create a positive experience for you and value your time. Thank you again for visiting us and hope you will learn more about our agency and join us on this important journey forward, as one organization dedicated to providing a place for everyone and community alternatives for hope, health and recovery.

Sincerely,

A handwritten signature in black ink that reads "Joel Yancey".

Executive Director, Places for People

P.S.

Thank you in advance for completing the enclosed forms, as they provide us a better picture of your interests, goals and talents.



About Places for People

Our Mission

“To provide innovative and effective mental health services to people in need while creating a system of care that promotes personal recovery.”

Our Vision

The mission of the agency reflects our commitment to serve the most vulnerable people in our community: “To provide innovative and effective mental health services to people in need while creating a system of care that promotes personal recovery.” Our vision is to improve lives by partnering with our clients to identify and pursue individual goals, hopes, and dreams. We do this by providing appropriate treatment, supporting our clients’ independence, and assisting clients on their self-identified paths to recovery.

Overview

Places for People was founded in 1972 to serve patients who were discharged from the St. Louis State Psychiatric Hospital during the process of deinstitutionalization, or downsizing. In 2011, Places for People merged with Community Alternatives, which was founded in 1995 when Missouri moved to privatize outpatient mental health care. The new agency, which retains the name “Places for People,” offers all the services previously available at each agency separately and is positioned for further growth and success in a future with economic and service-delivery challenges.

Our Clients

Our clients typically experience complex, multiple needs, including mental disorders, homelessness, trauma, medical disorders, and substance abuse disorders. Our clients often have unique needs that no other provider can properly and/or completely address. Our clients range in age from preschool to seniors, and we work individually with each to determine strengths, weaknesses, goals, and challenges.

We ask our volunteers to not offer money, transportation (bus tickets, rides, or gas money) or material items to our clients. If you would like to help someone please speak to development staff.

Non-Discrimination Statement

Consideration of volunteer assignments is made without regard to age, color, disability, gender, marital status, national origin, race, religion, sexual orientation, or any other protected status.



Volunteer Rights and Responsibilities

Volunteer Rights

- You should expect to be assigned appropriate tasks.
- You should receive training, supervision, ongoing directions.
- Decline a particular task.
- Request a record of hours served.
- You should be treated in a professional manner.

Volunteer Responsibilities

- Arrive for your agreed assignment on time.
- Protect the confidentiality of clients, the agency and the donors. This means not sharing information outside of the agency.
- Avoid all inappropriate contact with clients.
- To treat all people you work with, both clients and staff, with respect and dignity.
- Complete assignments you agree to assume.

Volunteer Policies

Short-Term Volunteers

Volunteers who do not plan to serve PfP on a regular, long-term basis need only to have a Volunteer Interest Form, an application and a confidentiality form signed on file. If a short-term volunteer decides to volunteer more regularly he/she will be required to fill out additional forms.

Active Volunteers

Active volunteers are defined as those who serve PfP at least once per month for three (3) consecutive months or more. The following forms are needed on file for active volunteers:

- | | |
|---|--|
| • Volunteer Interest Form | • Orientation Completion Form |
| • Emergency Contact Form | • Completed Background checks |
| • Confidentially Form | • Driving Record check (if applicable) |
| • Application | • TB Screening |
| • Acknowledgement of receiving the handbook | • Photo Release |

All active volunteers are subject of criminal background check and child abuse/neglect screening. Those volunteers serving in a driving capacity will also have their driving record checked.



Volunteer Policies *(continued)*

Confidentiality

Volunteer orientation will also include treatment of confidentiality issues and Places for People's Notice of Privacy Practice. Although volunteers are unlikely to be given access to protected health information (PHI), other than limited directory information, they will be required to understand the privacy issues surrounding PHI and will sign a required confidentiality agreement to abide by the same standards as employees.

Training for Volunteers

Short-term volunteers will be required to be orientated to the agency's confidentiality policy. Active volunteers will be required to have one and a half (1 ½) hours of training in Confidentiality, Client Rights, Abuse and Neglect, and Overview of Services. Training will be held once a month for volunteers. No volunteer can begin assisting Places for People until the orientation is complete.

Use of Technology

The Information Systems and Computer Resources of Places for People are the property of Places for People and are used in support of the legitimate purposes of Places for People. Volunteers are permitted access to these systems and resources solely to assist them in the performance of their jobs. Access to these systems and resources is a privilege that may be revoked at any time.

Outside Contact with Clients

Social interaction between clients and volunteers has the potential for serious ramifications. In order to avoid or limit possible problems, the following procedures must be followed.

- Volunteers should not engage in social activities with active clients unless activities are sponsored by PFP.
- One-on-One, professional, program-related contact with active clients outside PFP site can be made with prior approval of one's supervisor.
- Any client contact deemed to be inappropriate by the agency shall be dealt with by written reprimand and possible suspension or termination, depending on the severity of the nature of the activity.
- Have no sexual contact of any kind with a person served—infracton is grounds for immediate dismissal (see our "Prohibition of Abuse, Neglect or Mistreatment" policy).
- Never take those we serve to your home.
- Neither loan nor accept money from a person we serve. Only staff performing duties in the Client Accounts Office may accept money from a person served, upon which that individual must be given a receipt.



Volunteer Policies *(continued)*

Anti-Harassment

It is the intent of Places for People to create and maintain a working environment that promotes good working relationships and an atmosphere in which each person can do his/her best work. In keeping with this intent, harassment or discrimination of any client/volunteer/employee by another will not be tolerated.

If any volunteer believes that he or she has been a victim of discrimination or harassed or has witnessed discrimination or harassment, he or she should report this to the Vice President of Operations or a supervisor. The complaint should contain as much specific information (time, place, witnesses, and precise behavioral description) as possible. The Vice President of Operations will investigate the complaint. Each investigation will be conducted in a confidential manner. The results of the investigation will be documented and kept in a confidential file in the Corporate Compliance Coordinator's office.

If the investigation confirms harassment or discrimination has taken place, appropriate corrective action will be taken including disciplining of the harasser or discriminator up to and including termination of employment.



Volunteer Procedures

Signing In and Out

Places for People will make available sign in sheets for visitors on site and off site. Information recorded on the sign in sheet will be recorded and can be made available to staff if so requested.

Volunteer Badges

All volunteers must wear a PfP volunteer badge while in the building. This allows staff to identify you as a volunteer. Badges may be removed at the end of the volunteer day. If a volunteer plans to return the next day they can secure a new badge with reception at the start of his/her day.

Dress Code

This is a place of business and, like our conduct, our attire should not offend clients, colleagues, staff, or other community partners. Your attire should not be an obstacle or distraction to your work. If you have stepped beyond the bounds of good taste or judgment, expect your supervisor to alert you. Volunteer appearance should be neat. Office attire is “business casual” to “casual,” unless your supervisor tells you otherwise. Items that may not be considered as professional are: tank tops, anything low-cut, anything exposing a mid-drift, plastic flip-flops, and shorts less than 10 inches are not considered appropriate office dress unless there is an activity that calls for more casual attire. If that is the case, approval must be obtained from your supervisor prior to the event.

Personal Property

PfP cannot be responsible for lost or stolen items while you are volunteering on-site. The supervisor will show you a safe place to store your personal items while you are volunteering. PfP encourages you to leave valuables at home.

Emergency Procedures

It is the policy of Places for People that all staff are responsible for orderly evacuation and will see that all persons served and visitors are swiftly evacuated to the nearest exit. Interior doors should be closed after making sure the rooms are clear. While taking into account their own safety, administrative and supervisory staff members are responsible for ensuring that all persons have completely evacuated each level. They will, if it is safe to do so, check to make certain all offices and meeting rooms on their floor have been evacuated, before they leave the building.

A call for evacuation is made by means of the automatic fire alarm. Evacuation routes have been established and are posted in several locations on each level of the building. In fair weather, evacuees will assemble in the PfP parking lot. In inclement weather, evacuees will assemble in the lobby of the 4144 Lindell Professional Building. On assembly, the senior most staff member will take a head count of all persons served, visitors, volunteers and staff, collect names and last-known locations of persons not accounted for, and forward this information to emergency personnel and/or the communications coordinator for this incident.



Volunteer Procedures *(continued)*

Discipline/Dismissal

Places for People reserves the right to dismiss any volunteer for any behaviors detrimental to the well being of those served or contrary to the policies and procedures covering volunteer activities.

Volunteers are expected to uphold the guidelines outlined herein. In the event that a volunteer's performance/conduct is evaluated as unacceptable or inadequate by the volunteer's immediate supervisor or the director of the program in which the volunteer is working, the volunteer's supervisor shall meet with the volunteer to discuss the problem(s) and clarify what is expected of the volunteers. This meeting shall constitute a formal warning and shall be documented in the volunteer's file.

If the problem(s) continue, the volunteer's supervisor shall notify the director of the program in which the volunteer is participating. With the consent of the Executive Director, the volunteer shall be dismissed.

Grounds for immediate dismissal of a volunteer include:

- If the performance or behavior of the volunteer misconduct which substantially interferes with effective agency operation;
- If the health and safety of any person; staff, student, visitor or other volunteer, is put into jeopardy;
- If a volunteer is guilty of misconduct and/or abuse, mistreatment or neglect.
- If any of the above circumstances occur; the volunteer's supervisor shall immediately notify the director of the volunteer's program. Upon consultation with the Executive Director (or the Director's designee), the volunteer shall be immediately dismissed for cause.

Volunteer Boundary Guidelines

Sexual Relationships

Volunteers should under no circumstances engage in sexual activities or sexual contact, whether consensual or forced, with:

- Any person receiving services.
- Any person who formerly received services from the agency.
- With a relative or any other individual with whom the person served maintains a close personal relationship when there is a risk of exploitation or potential harm to the person

Volunteers should not provide clinical services to individuals with whom they have had a prior sexual relationship.



Volunteer Procedures *(continued)*

Physical Contact

Volunteers should not engage in physical contact with a person served when there is a possibility of psychological harm to the person served as a result of the contact (such as cradling or caressing the person). Volunteers who engage in appropriate physical contact with a person served are responsible for setting clear, appropriate, and culturally sensitive boundaries that govern such physical contact.

Sexual Harassment

No staff/volunteers should sexually harass any person served. Sexual harassment includes sexual advances, sexual solicitation, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

Any staff person who witnesses any form of sexual harassment should act to protect and support the person or persons being victimized.

Exploitative Relationships

All volunteers strive to understand and respect the innate nature of the relationships between the person served and the staff person and the power differential between the two. Volunteers further work to do nothing to exploit this differential either directly or indirectly.

Derogatory Language

No volunteers should use derogatory language in their written or verbal communications to or about a person served. Volunteers should use accurate and respectful language in all communications to and about any person served.

Exit Interviews

Exiting volunteers are given the opportunity to participate in an exit interview with the Vice President of Operations. The purpose of this interview is to provide an opportunity to share information regarding their experience with Places for People, both positive and negative, which provides Places for People with information about quality improvement.



Volunteer Acknowledgement Page

This is to acknowledge that I have received a copy of the Volunteer Policies and Procedures Manual and understand that it outlines my privileges and obligations as a Volunteer with Places for People, Inc. I also understand my responsibility to familiarize myself with all information contained in this handbook. If there are any questions about the content, please see HR.

Because the information, policies and procedures described in this manual are subject to change at any time by action of the Board of Directors, I understand and agree that such changes can be made by Places for People, Inc. in its sole and absolute discretion, and I agree to observe these changes in all respects.

I understand that this manual is published for my information only and acceptance of these terms does not constitute a contract of volunteering with Places for People.

VOLUNTEER SIGNATURE

DATE

The Volunteer Handbook received by this volunteer was amended and approved by the Volunteer Committee of Places for People, Inc. on April 12, 2012.

The form on this page is for reference and/or your personal records. You should receive the actual form as part of your initial orientation with the Vice President of Operations. The original copy of the actual form should be signed and returned to the Vice President of Operations.



Volunteer Application

Last Name: _____ First Name: _____

Address: _____ City, State, ZIP: _____

Phone Number: (____) _____ Email: _____

Educational Background:

Volunteer Experience:

Work Experience (list names and dates):

How did you hear about PFP?

Available hours to volunteer/days of the week:

References:

Have you been convicted of a crime against a person? _____

_____I understand if I am selected for a position at Places for People that I may be required to submit to both a physical examination and a criminal background check. I agree to consent to take such test(s) at such time as designated by the company and to release the company, the Directors, Officers, and the Employees for any such claim arising in connection with the use of such test.

I certify that information contained in this application is true and complete. I authorize the verification of any information listed above.

Signature: _____

Date: _____



Emergency Contact Information

First Contact

Name: _____ Relationship: _____
Address: _____
City: _____ State: _____ ZIP Code: _____
Home Phone: _____ Work Phone: _____
Cell Phone: _____ Email: _____

Second Contact

Name: _____ Relationship: _____
Address: _____
City: _____ State: _____ ZIP Code: _____
Home Phone: _____ Work Phone: _____
Cell Phone: _____ Email: _____



Volunteer Interest Form

Legal Name: _____ Preferred Name: _____

What Is the Best Way to Contact You? __Phone __Email __Mail __Other

Church or Organization: _____

Birthdate (Optional): _____

List Interests /Skills

___ CLERICAL /ADMINISTRATIVE

- Filing / Keyboarding

___ PROFESSIONAL SERVICES

- Assist in Vocational Services
- Assist in Computer Lab
- Chiropractic Services
- Babysitting in Evenings
- English Tutoring (ESL)
- GED Preparation
- Language Interpretation Services
- Massage Therapy
- Teach Skill Classes

___ MOVING/RELOCATION

- Furniture Donation Pick Up and Moving to Storage or Client's Residence
- Client Moves
- Furniture Assembly/Disassembly

___ IN KIND DONATION DRIVES

- Pocket Foods
- Household Goods (pots & pans, dishes, glasses, flatware)
- Furniture
- Clothing



Volunteer Interest Form *(continued)*

___ THIRD PARTY FUNDRAISERS

___ RECOVERY CENTER ACTIVITIES

- Serve with Clients in Recovery Center Duties (*Weekend*)
- Food Preparation (*Weekend*)
- Play Chess, Pool and Cards with Clients (*Weekend*)
- Sort Donations & Assist in Organizing in Thrift Store (*Weekend*)
- Lead Specialty Groups (Journaling Group, etc.) (*Weekend*)

___ LIAISON TO CHURCH

OTHER HOBBIES/ACTIVITIES IN WHICH YOU ARE INTERESTED:

Are You Interested in Volunteering Regularly? __Yes __No

 __Once/week __Bi-weekly __Once/month __Quarterly __Special Projects Only

Are You Interested in Working with Persons Served? __Yes __No

Comments: -----



Volunteer Release Form

Name: _____

Phone Number: _____

Address: _____

City: _____ State: _____ ZIP: _____

Email Address: _____

I, _____, would like to volunteer at Places for People. I acknowledge that my services are to be performed on a strictly volunteer basis, with no expectation of pay or compensation of any kind. In addition, I acknowledge that all services are to be performed at my own risk, without liability of any kind on the part of Places for People. I understand that volunteer tasks may involve a risk of injury, and I hereby release, discharge, and hold harmless Places for People, persons served, its employees, and its volunteers from any and all claims, causes of action, or demands of any nature or cause, including costs and attorney's fees incurred by Places for People in connection with the same. By signing this form I acknowledge that Places for People is not in any way responsible for damages or injuries which may be incurred or sustained during my service at this facility.

I also grant Places for People permission to utilize my likeness in any photographs or videos without fee or any claims relating to said photographs or videos.

Signature: _____

Date: _____

If the individual is under 18 years of age, the following should be signed by a parent or legal guardian.

Places for People will accept student volunteers ages 17 and older if coordinated through an approved school academic program. If a volunteer is not participating in an approved academic program Places for People will be unable to accept a volunteer under the age of 18 years of age.

I hereby consent and agree, as a parent or legal guardian of _____ to all the terms and provisions stated above.

Signature: _____

Date: _____