



Family Service Association of Bucks County

Volunteer Handbook

Family Service Association of Bucks County
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A message from our CEO

Dear Volunteer,

Welcome to Family Service Association of Bucks County. Thank you for sharing your time and talents with us and, most importantly, the people we serve. Our goal is to provide our clients with the support they need to move forward toward self-sufficiency, and volunteers play a vital role in making that possible.

Family Service Association is accredited by the Council on Accreditation (COA), which partners with human service organizations worldwide to improve service delivery outcomes by developing, applying, and promoting accreditation standards. COA guides decisions about policy, procedures, training, and risk management whenever possible. It is our hope that by following these standards, you—our volunteers—will have the best possible experience, minimize your risk/liability, and foster a stable, well-qualified workforce at Family Service Association.

Thank you for your decision to give of yourself to provide care and service to our clients.

Sincerely,

A handwritten signature in cursive script that reads "Audrey J. Tucker".

Audrey J. Tucker, MSW, LSW
Chief Executive Officer

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Family Service Association of Bucks County

This handbook provides information about volunteering with Family Service. If you have questions about volunteering or about any Family Service policies and procedures, please feel free to contact the Director of Volunteer Services with your questions. Thank you for sharing your time and talent with us.

Mission and Goals

The Mission of Family Service is to protect, maintain, strengthen, and enhance individuals and families and their social and psychological functioning.

Family Service fulfills this mission by providing services which seek to:

- Assist children, youth, adults, older adults, and families with crises and problems of everyday living
- Promote healthy lifestyles, social and emotional well-being
- Support and enhance the effectiveness of individuals and families in our communities
- Prevent and change the conditions which create or intensify personal and family problems
- Respond to the expressed needs of persons and groups in its community.
- Provide treatment for clients with co-occurring mental illness and substance abuse disorders

Family Service's direct services support and empower individuals and families to successfully carry out their social roles and functions. Family Service's community-building initiatives as well as community-centered and advocacy efforts seek to change social conditions and inequities that adversely affect family life.

Non-Discrimination Policy

The Agency serves people who live or work in Bucks County and may serve out-of-county residents in specific circumstances. CONTACT Helpline serves callers from throughout a 5-county area and beyond. Clients represent all social and economic levels. All services are confidential and are provided without regard to race, color, religious creed, ancestry, national origin, limited English proficiency, age, marital status, sex, handicap, or sexual orientation.

Background and History

In 1953, a small group of Bucks County residents gathered to discuss ways to meet the urgent and constantly growing need for a family service agency. As a result of their work, Family Service Association of Bucks County was formed and Family Service opened locations in Doylestown and Fallsington. During the first few years, staff consisted of an Executive Director, two case workers, a secretary and a receptionist. In the decades since 1953 we have grown considerably.

1960's: We received our first grant from the Commonwealth of Pennsylvania to offer mental health counseling, and began contracting services with the county government for a medical social work program.

1970's: We began to negotiate substantial contracts with the county government. United Way funding, private donations, client fees and county contracts helped provide stability.

1980's: We expanded our programs to serve older adults and, in response to the AIDS epidemic, began our HIV/AIDS Program. We opened our third and fourth offices, in Quakertown and in Bristol, and became licensed by the Pennsylvania Department of Health to provide Substance Abuse Treatment and Prevention services.

1990's: Bucks County identified "adolescent problems" as a major area of concern. This prompted the opening of a Teen Center at Oxford Valley Mall with Family Service as manager. Bucks Villa, Inc., a group residence for individuals living with HIV or AIDS, also opened under the management of Family Service.

2000's: Family Service continued to expand, adding case management to ensure clients receive both the clinical counseling and the community support they need to meet the challenges of living with mental illness. We opened our new headquarters in Langhorne and added a tobacco cessation program as part of our outpatient behavioral health services.

2010's: We initiated our Autism Awareness, Community Education and Support (AACES) program designed to increase independence among young adults with Autism Spectrum Disorder (ASD). We assumed ownership and management of the Bucks County Emergency Homeless Shelter, providing residents with intensive case management services. We merged with CONTACT of Greater Philadelphia, gaining two call centers and the CONTACT Helpline. We also became an integral part of the central intake agency for county residents without stable housing through our role in the operation of the Bucks County Housing Link.

Our Programs

* programs in which volunteers participate

***AACES (Autism Awareness, Community Education, and Support)** increases independence and decreases isolation among young people with Autism Spectrum Disorder. AACES supports the transition to adulthood through socialization opportunities, employment workshops, and job coaching. Volunteers serve as Social Coaches for Coffeehouse, an opportunity for education, social engagement and fun for older teens and young adults with Autism.

***HIV/AIDS Program** services provide a continuum of care that includes connection to medical services, prevention education, dental care, mental health and psychiatric care, transportation, food and nutrition, and emergency financial assistance for individuals living with HIV or AIDS. Family Service manages Bucks Villa, a group home in New Hope, PA for people who are HIV positive or living with AIDS. Volunteers provide occasional administrative support and assistance with landscaping and light maintenance.

***Homeless Services**

Bucks County Emergency Homeless Shelter provides temporary housing for individuals and families, providing shelter for approximately 70 people at any given time. Services for shelter residents include case management, job search and preparation resources, budgeting and financial planning, health education and outpatient counseling. Volunteers assist with food preparation, sorting donations, stocking the pantry and greeting residents and visitors.

Bucks County Housing Link (1-800-810-4434) is a collaboration between housing agencies, homeless advocates and Bucks County government to provide a centralized intake and coordinated assessment process within the housing crisis response system in Bucks County. Housing Link provides referrals to housing resources and access to the Bucks County Emergency Homeless Shelter waiting list. Volunteers answer and return calls, enter caller information into the regional housing database, and assist with clerical tasks.

***Older Adult Programs**

Case Management provides information and referral for older or disabled residents of Bucks County Housing Authority managed sites. Case management services help older adults to live independently.

Guardianship team members make medical and personal care decisions for incapacitated adults. Volunteers serve as friendly visitors for Guardianship clients.

***Parent Education & Support**

Family Center offers family-friendly activities and services that strengthen family relationships and connect families with vital community resources. Volunteers assist with a monthly family program that is offered in the evening, during the school year.

LINKS Family Reunification reunifies parents with their children who are in foster care.

Nurturing Parenting Program provides in-home parent education, counseling and case management services designed to build nurturing skills as alternatives to negative parenting attitudes and practices.

Parents as Teachers offers Early Childhood services to assist families with parenting, promote child health and development and prevent child abuse.

Parent Support Group meets weekly to help parents improve family relationships and make positive family changes. Volunteers help by providing child care during parent meetings.

* **Contact Help Line** provides free, anonymous and confidential telephone services to individuals who are contemplating suicide, struggling with life's challenges or are in need of someone to listen. Volunteers are specially trained in active listening skills and strategies for supporting people under emotional stress. Volunteers staff call centers in both Bucks and Montgomery counties, answering calls to CONTACT Help Line **(215-355-6000)** and to the National Suicide Lifeline **(1-800-273-TALK)**. Both call centers are open 8am -8pm.

* **Outpatient Behavioral Health**

Comprehensive services include counseling, therapy, nursing, drug and alcohol addiction treatment, psychiatric evaluations and in our Quakertown, Doylestown and Langhorne offices, in schools throughout Bucks County and in the homeless shelter. Volunteers assist Behavioral Health staff with administrative tasks.

Supportive Case-management Outreach Team (SCOT) assists people with diagnosed mental health and/or substance abuse related disorders to achieve their recovery goals.

Teen Center is 'drop-in' outreach program at Oxford Valley Mall. Staff provides information and referrals, short term and crisis counseling, and psycho-social education on a variety of topics unique to teens.

Volunteering with Family Service

Family Service Volunteers are important Family Service being able to ensure the stable, qualified workforce that is necessary for positive service delivery results and consumer satisfaction. Volunteer application, qualification and training vary by program, as outlined below.

Volunteer Application

Anyone interested in volunteering with Family Service must complete a volunteer application and return it to the Director of Volunteer Services.

Volunteer applications vary by program, and include

- General Volunteer Application
- CONTACT Helpline Volunteer Application
- Community Service Volunteer Application

Upon receipt of an application, the Director of Volunteer Services will contact the applicant to arrange a telephone or in-person interview during which the agency's needs and the applicant's interests are discussed. Upon conclusion of a satisfactory interview, the Director of Volunteer Services will refer the applicant to the agreed upon volunteer opportunity. The applicant may begin volunteering only after providing copies of any required background checks and completion of a general agency orientation and any required job-specific volunteer training.

Age Requirement

Individual volunteers must be at least 16 years old. Shelter volunteers who volunteer without a supervising adult volunteer (i.e. parent, guardian) must be at least 18 years old. CONTACT Helpline Volunteers must be at least 21 years old. Requests to volunteer from individuals younger than the established age will be considered on a case by case basis by the Director of Volunteer Services.

Background Checks

Family Service will comply with all applicable requirements of the Commonwealth of Pennsylvania's Child Protective Services Law (Act 124 of 1975 and amendments), Act 31 regarding training in Recognition and Reporting of Child Abuse, Act 33 relating to Child Abuse Clearance, Act 34 relating to Criminal Record Checks, and Section 6344 of Title 23, Pa. C.S. Chapter 63, amended by Act 73 of 2007. All required background checks are the personal property of the applicant, and as such, the cost is the responsibility of the applicant.

On the volunteer application applicants are asked whether or not they have been convicted of a felony or misdemeanor. Conviction itself is not an absolute bar to acceptance of volunteer service except as provided for by law. Family Service gives fair consideration to the relationship

between any conviction and the applicant's fitness for a particular position. Family Service considers the number, nature, seriousness, and recentness of convictions. Family Service takes into account the applicant's age at the time of the offense(s) and any subsequent rehabilitation activities.

Criminal History Record Check All volunteers must obtain a criminal history record check and provide a copy to the Director of Volunteer Services. Residents of Pennsylvania must submit the results of a Pennsylvania State Police Criminal Record Check. This record check may be requested online at <https://epatch.state.pa.us/Home.jsp> . As of July 2015, there is no cost for volunteers.

FBI Background Check Residents of any state other than Pennsylvania must submit the results of an FBI background check. This may be obtained through the Cogent Fingerprint Registration Systems. Register online at www.pa.cogentid.com/ and enter the site through the Department of Public Welfare link. After registering, appear at any cogent fingerprinting location listed on the website. The cogent location will record the applicant's fingerprints and submit them for the background check. As of April 2015, the cost is \$27.50

Child Abuse Clearance All shelter volunteers, Coffee House volunteers, Langhorne office first floor volunteers and any other volunteer, who might reasonably expect to come into contact with children during the course of their volunteering, must obtain a PA Child Abuse Clearance and provide a copy to the Director of Volunteer Services. This may be requested online by first creating an account at <https://www.compass.state.pa.us/cwis/public/home>. Then request the clearance at <https://www.compass.state.pa.us/CWIS/Public/ClearanceLearnMore> . As of July 2015, there is no cost for volunteers.

Recognizing and Reporting Child Abuse Shelter volunteers, Coffee House volunteers, Lanhorne Office first floor volunteers, CONTACT Helpline volunteers, Housing Link volunteers and any other volunteer who might reasonably expect to come into contact or speak with children during the course of their volunteering must complete a Commonwealth of Pennsylvania approved course on recognizing and reporting child abuse. As of April 2015, such a course is available online, for no charge from the University of Pittsburgh at www.reportabusepa.pitt.edu.

Volunteer Orientation

All regular Volunteers are oriented to the mission, history, policies and procedures of Family Service, either individually or within the context of the training for the specific volunteer assignment. During the orientation, you will be asked to sign a Volunteer Confidentiality Agreement, Receipt of Volunteer Handbook and, depending on your volunteer assignment a Photo Release and an Acknowledgement of Video Surveillance Policies. You will also be asked to sign job description which outlines the primary responsibilities of your volunteer position, and identifies your supervisor. Occasional volunteers will be asked to sign Volunteer Confidentiality Agreement.

Volunteer placements and schedules are determined by the Director of Volunteer Services in consultation with identified direct supervisors. Assignments and schedules will reflect interests, talents and availability. Any physical limitations are considered when assignments are made.

Volunteer Training

Volunteer training varies by job assignment and is designed to ensure volunteers have all of the necessary knowledge and skills to support programs and clients, within their given job description. General office and some other volunteer opportunities require a minimum of on-the-job training; other opportunities require more extensive training.

Contact Help Line training consists of 24 hours of classroom training and 8 to 16 or more hours of supervised 'apprenticeship' hours in the phone room. Class absences of four hours or less may be made up on an individual basis, with the consent of the Call Center Coordinator. Class absences of more than four hours may be made up only by attending the missed session(s) during a subsequent training class, with the consent of the Call Center Coordinator. Each volunteer is expected to complete at least four credits of continuing education each year. While written and audio-visual continuing education will generally be granted one continuing education credit, longer or more in-depth face-to-face experiences may be granted two or more credits, at the discretion of the Call Center Coordinator. In addition, CONTACT Helpline volunteers are expected to attend monthly group supervision at least 4 times each year. Those unable to attend may make alternate arrangements with the Call Center Coordinator to schedule individual supervision times.

Housing Link training is individualized and consists of 2 or more introductory and supervised on-the-job shifts. Volunteers will be asked to sign a training checklist to verify they have been trained and are able to perform the primary responsibilities of the volunteer position.

Shelter Kitchen Assistant training consists of one 2 to 3-hour formalized classroom training that includes an orientation to the shelter kitchen. Volunteers will be asked to sign a training checklist to verify they have been trained and are able to perform the primary responsibilities of the volunteer position.

Termination of Volunteer Activity

If you must resign your position as a volunteer with Family Service, notify the Director of Volunteer Services and/or your site supervisor of your intention to stop volunteering at least 14 days prior to your last day, if at all possible. This will allow us opportunity to find a replacement or adjust staffing.

Non-Voluntary Termination At any time, you may be asked to vacate your volunteer position for any of the following:

- Violation of confidentiality expectation (discussed in next section)

- unsatisfactory performance
- failure adhere to Agency or department policy or procedures
- overstepping boundaries or failure to work within the guidelines of your job description
- frequent absences
- three (3) absences without notification
- failure to return from a leave of absence in accordance with policy, or as agreed

You may also be terminated if the agency's needs change. If you are terminated under these circumstances, you may be offered reassignment to another open volunteer position.

Upon termination, either you or Director of Volunteer Services may request an exit interview.

Policy and Procedures

While all volunteers are managed under the general supervision of the Director of Volunteer Services, on a day-to-day basis you will report to and receive direct supervision from a specific program coordinator, site supervisor or other agency staff person. While policies apply to all volunteer positions, procedures will vary somewhat according to your volunteer position description and site. Below are procedures that apply to the majority of volunteers. Exceptions and variations are noted.

If you have a question about policies, procedures or job responsibilities you are encouraged to consult with your direct supervisor. If additional clarification is needed, you are always welcome to contact the Director of Volunteer Services.

General Policies

Client Interaction

Family Service does not authorize any physical contact between staff, volunteers or clients. If you are having any sort of a problem or if you become aware of anything that may be of concern, seek help from a supervisor immediately. If you notice a health issue, bring it to the immediate attention of a staff member.

The Agency does not permit or support:

- Corporal Punishment
- Use Of Aversive Stimuli Of Any Kind
- Withholding Nutrition Or Hydration
- Inflicting Physical Or Psychological Pain
- Forced Physical Exercise To Reduce Or Eliminate Behaviors
- Punitive Work Assignments
- Punishment By Peers
- Group Punishment/Discipline For Individual Behavior
- Isolation Or Locked Seclusion
- Manual/ Mechanical Restraint, or Chemical Restraint

Computer Workstations

It is the policy of Family Service to establish and ensure the proper use of the agency's computer and telecommunication resources and services by its employees, volunteers, contract employees, independent contractors, and other computer users. If you use a computer in your volunteer position, you have the responsibility to use computer resources in an efficient, effective, ethical and lawful manner.

Family Service has the right to monitor any and all aspects of the computer system. All computer equipment and systems are the property of Family Service. The computers and computer accounts to which you may be given access are to assist you in the performance of your job. You should not have an expectation of privacy in anything you create, send, or receive on the computer. The computer and telecommunication system belong to Family Service and may be used for business purposes only. Violations of company policy as defined may result in corrective action, reassignment of duties or dismissal.

Compliance

Family Service complies with all applicable statutory requirements pertaining to the avoidance of irregularities that could be construed as fraudulent and abusive. It is the responsibility of every employee, volunteer, supervisor, manager and executive to immediately report suspected misconduct or dishonesty to his or her supervisor and/or the Compliance Officer. For the purpose of this policy, misconduct and dishonesty include, but are not limited to:

- Theft or other misappropriation of assets, including assets of the company, individuals receiving services, vendors or others with whom the Agency has a business relationship
- Misstatements and other irregularities in company records, including the intentional misstatement of operational results
- Financial Abuse and Waste
- Forgery or other alteration of documents
- Fraud and other unlawful acts
- Any similar acts

Confidentiality

Family Service expects all board members, employees and volunteers to maintain confidentiality of information which may be acquired or originated during affiliation with Family Service that is not available to the public. As a volunteer, you cannot share what you learn or information about individuals with whom you have come into contact. As a condition of volunteering with Family Service, you must sign a Confidentiality Agreement. The Agreement will survive your affiliation with Family Service.

If your primary volunteer responsibility is to lend support through telephone calls, you are not to reveal any information regarding the individual or the content of the call, except as is necessary for supervision purposes or when communicating with emergency personnel. It is also the expectation that you share personal information only as it may be beneficial to the caller. If you have questions about what may or may not be beneficial, speak with the Call Center coordinator before sharing any personal information. There is to be no contact outside of program-related telephone calls.

This expectation of confidentiality includes but is not limited to: policies and practices, records and files, reports generated or received through Quality Improvement processes, proposals, fundraising plans, fiscal and personnel information, and client information and records. No photos of any kind are permitted to be taken while on any Family Service premises without the express written permission of the Communications Coordinator.

Dress Code

Clothing and general appearance should be consistently neat, clean and appropriate to the task being performed. Jewelry, perfume, cologne should be in good taste. The following is unacceptable workplace attire:

- Low cut, revealing tops of any type which expose shoulders, back, or cleavage (i.e. tank tops, sundresses, low cut blouses or sweaters; “spaghetti-strap” tops/dresses)
- Short skirts and shorts (e.g. a skirt/shorts more than four (4) inches above the knee)
- Visible body piercing(s) (other than facial piercings)
- Shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans
- Rubber “flip flop” sandals
- Costumes (Due to issues specific to our client population, Family Service Association does not, for example, allow Halloween costumes.)

Kitchen volunteers may not wear shorts and must wear hair nets and closed-toe shoes and for sanitation and safety (hairnet provided by the shelter).

Drug-Free Workplace

Family Service is committed to providing a safe work environment and to fostering the well-being of its personnel. It is a violation of agency policy for any employee or volunteer to manufacture, possess, distribute, sell, trade or offer for sale illegal drugs or otherwise engage in the illegal use of drugs on the job and in the workplace. Use of alcohol is strictly prohibited on the job and in the workplace. It is also a violation of agency policy for anyone to report to work under the influence of illegal drugs or alcohol. If you are found to be in violation of this policy will be encouraged to seek help, and may be terminated.

Ethics

Family Service expects that all personnel, including volunteers, will conduct themselves in their relationship with one another and with clients in a dignified, respectful manner. Ethical Standards of Conduct expectations include, but are not limited to:

- adhering to privacy and confidentiality protections for persons served and for all other personnel
- maintaining high standards of propriety in personal conduct
- treating clients, colleagues, community representatives, or any other person or group whom Family Service engages or serves with courtesy, respect, and good faith

- not exploiting relationships with clients for personal advantage;
- respecting the confidences of clients
- not abandoning clients
- adhering to all Agency policies and procedures
- producing/maintaining client records and other documentation with accuracy;
- properly using Agency equipment and facilities

Harassment

Harassment includes physical or verbal conduct that might be considered as a racial, ethnic, religious or political slur and that has a purpose or effect of denying a volunteer a position, unreasonably interfering with an individual's volunteer performance or creating an intimidating, hostile or offensive environment. Sexual harassment is further discussed below.

If you are confronted with an act of harassment, promptly notify your immediate supervisor. In the event this individual is the person engaging in the harassment, contact the Director of Volunteer Services or the Compliance Officer.

Sexual Harassment Family Service affirms that all persons have a right to be treated with dignity and to be free from coercion, oppression, or discrimination and therefore to be free from sexual harassment. Family Service strictly prohibits volunteers and staff from engaging in any form of sexual harassment of persons served, supervisees, colleagues, community representatives, or any other person or group with whom personnel have contact as representatives of the organization. Violation of this policy shall receive immediate attention and may result in termination.

Sexual harassment can occur in a variety of situations. Examples of sexual harassment include:

- Unwanted, jokes, gestures, offensive words on clothing, and unwelcomed comments and repartee
- Touching or any other bodily contact such as scratching or patting a co-worker's back, grabbing a coworker around the waist or interfering with a coworker's ability to move
- Repeated requests for dates that are turned down, or unwanted flirting
- Transmitting or posting emails, letters or pictures of sexual or other harassment-related nature
- Displaying sexually suggestive objects, pictures or posters
- Playing sexually suggestive music
- Leaving a sexually suggestive or offensive voicemail

No one shall threaten or insinuate, either explicitly or implicitly, that refusal to submit to his/her sexual advances will adversely affect anyone's status with the Family Service.

Mandated Reporting

Notify a supervisor immediately if you observe, overhear, or otherwise become aware of any of the following:

- Assault
- Suicidal remarks
- Homicidal remarks

Volunteers are legally required to notify Childline, the PA Child Abuse and Reporting Registry at **800-932-0313** to report possible abuse of any child under 18. In addition, notify a supervisor so that appropriate internal documents may be completed. **Recent interpretations of Child Abuse Reporting Regulations name volunteers as mandated reporters, so volunteers are required to report any suspected child abuse or neglect, including the following:**

- Any recent act (or failure to act) by a perpetrator that causes non-accidental serious physical injury to a child under age 18
- Any act (or failure to act) by a perpetrator that causes non-accidental, serious mental injury or sexual abuse/exploitation of a child under age 18
- Any act (or failure to act) by a perpetrator that creates imminent risk of serious physical injury or sexual abuse or exploitation of a child under age 18
- Serious physical neglect leading to failure to provide essentials of life, including adequate medical care, which endangers a child's life and/or impairs functioning

As described on page 12 of this handbook, designated volunteers are also required to complete a Commonwealth of Pennsylvania approved class on recognizing and reporting child abuse.

Performance Appraisal

Each employee and regularly scheduled volunteer of Family Service will receive an Annual Performance Evaluation. The Performance Evaluation is an opportunity for you and your supervisor to discuss job performance, to be acknowledged for a job well done and to address any concerns. Should you have any concerns about your Performance Evaluation, you are invited to discuss your concerns with the Director of Volunteer Services.

Personal Consultation with Nursing Staff and Physicians

Family Service employs registered nurses and physicians to administer professional care to our clients. You are not to consult with these individuals for personal health issues or to request advice and/or treatment. Should you require a professional health-related consultation, contact your personal physician or other health care provider for medical advice. Regardless of your background and training, do not give any medical advice or opinions to clients, staff, visitors or other volunteers.

Personal Property

Family Service is not responsible or liable for the theft, damage, destruction or other loss of any personal property brought into its facilities or on its property; e.g., within an office or personal vehicle. Therefore, all persons (staff, interns, volunteers, clients, etc.) are encouraged to not bring anything of significant financial or personal value to the workplace.

For any personal items you bring to Family Service, it is your responsibility to protect and properly secure your valuables (e.g., wallet or purse) and prescription medications, to maintain the safe and proper operation of personal electronic or mechanical devices, and to respect the personal property of others. Items that have a significant potential for causing fires or other hazardous are not allowed in individual offices. Examples include, but are not limited to, space heaters, hot plates, coffee makers, candles, incense, etc.

Family Service is not liable for any damage caused to a personal vehicle and/or its contents, while being operated on Family Service business or while parked on Family Service controlled property, except if the damage is caused by a Family Service owned or leased vehicle.

Tobacco Free Campus

Employees, volunteers, Independent Contractors, vendors and Board Members are prohibited from using tobacco products and e-cigarettes on all Family Service-owned and leased properties at all times. If you use tobacco products or e-cigarettes off of agency properties, we ask that you are respectful of residents/occupants of neighboring agency facilities by not loitering in front of homes or businesses or discarding tobacco/nicotine/e-cigarette products in such a way that negatively reflects on the you and the organization.

Unprofessional Conduct:

Conduct identified as grounds for immediate termination includes:

- Any violation of client rights
- Disclosing confidential information about a client, visitor, employee or business
- Electronic recording of conversation of other individuals without their prior knowledge and consent
- Photographing clients or shelter residents
- Allowing a client to use the your personal cell phone
- Conduct on premises which could adversely affect the interests and reputation of Family Service
- Abusive, intimidating, threatening or derogatory treatment (oral, written or physical) of anyone on premises
- Gross negligence in the performance of duty
- Negligent conduct that could create a hazard to others
- Insubordination or not following directions of a manager or other person authorized to direct volunteers
- Misrepresentation or concealing information relevant to Family Service

- Theft, attempted theft or unauthorized possession, use alteration, duplication or consumption of Family Service property or of any property on Family Service premises
- Solicitation of staff members, other volunteers, clients or visitors

Video Surveillance

Family Service utilizes video surveillance to assist in the security of Family Service’s assets, volunteers, staff, clients and community. The use of video surveillance is recognized as a tool in reducing the incidence of unlawful activities in public places and discourages the theft or vandalism of Family Service assets. Video surveillance recordings can assist police to identify offenders.

It is acknowledged that the use of video surveillance in a public or workplace can be a sensitive issue. This policy addresses the types of video surveillance, issues of its application and installation, and the viewing and retention of video recordings.

- Overt surveillance is the use of visible cameras to protect Family Service’s assets, staff, volunteers and the public from unlawful activities.
- The use of video surveillance to monitor volunteer performance is prohibited.
- Surveillance cameras will be operated ethically, and will not be used for functions that are not relevant to the purpose of their installation.
- The use of video surveillance in toilets and lunchrooms is prohibited.
- Video recordings may be kept for thirty days after which time they are overwritten, except for the purposes of legal proceedings.
- Video recording are kept in a secure, safe location.

Access to recordings will be permitted only:

- To those whose actions are recorded on the video, or their representative in the presence of a Family Service representative
- To the personnel appointed by the CEO of Family Service

Weapons Policy

Bringing, possessing or transferring onto Family Service premises any weapon or other dangerous materials including firearms, explosives or any incendiary device is prohibited. As a volunteer, you may not carry or be in the possession of firearms or other weapons (including mace or defensive pepper sprays) while acting within the course and scope of volunteering.

Workplace Violence

Family Service is committed to providing a safe, healthy and secure workplace and service/treatment setting, and an environment free from physical violence, threats and intimidation. The Agency has zero-tolerance for any and/or all acts or threats of violence.

Threats, threatening behavior, or acts of violence by or against employees, other volunteers, persons seeking/receiving services, visitors, guests, or other individuals on agency property or off-site while in the course of agency business will not be tolerated.

Violations of this policy will lead to action which may include dismissal, arrest and prosecution. In order to reduce the threat of harm to self or others, appropriate action may be taken if the person appears to be in violation of applicable federal or state laws or regulations regarding weapons.

General Procedures

Attendance and Time Commitment

Family Service Volunteers are expected to volunteer for at least 6 months. CONTACT Helpline volunteers are asked to commit to volunteering for at least 12 months. In general, volunteers are expected to volunteer at least weekly for shifts of 2 or more hours, depending upon job description and needs of the agency. Exceptions are:

- Special project, seasonal or occasional volunteers, who commit to a specific project and time period
- Individuals or members of groups who commit to a monthly, quarterly, or other schedule
- CONTACT Helpline volunteers who commit to a schedule of at least twice monthly

Recording Hours It is important for Family Service to have an accurate record of hours served by each volunteer. Volunteers working at Housing Link, the Langhorne Office and the Shelter all sign-in when arriving at the site, and sign out when leaving. Food Delivery Volunteers are to sign the log sheet in the shelter donation area. Volunteers working at other sites are provided with sign-in sheets and are asked to forward completed timesheets to the Director of Volunteer Services during the first full week of each month. Hours for CONTACT Helpline volunteers are derived from iCarol and call log documentation, respectively.

Emergencies and/or Illness As far in advance as possible, please notify your direct supervisor if you will be absent from a shift. We do rely on your volunteering during your assigned shift, however, we ask that you stay home if you are not feeling well, to help avoid the spread of infection to clients and other staff members. If you are absent as the result of an accident or illness which could in any way interfere with your volunteer duties, a physician's note must be provided upon your return, indicating approval for returning to volunteer activity and listing any restrictions.

Vacations For vacation absences, please inform the Director of Volunteer Services and/or site coordinator as far in advance as possible, and not less than two weeks, to allow adequate time for alternative arrangements to be made for filling vacancies.

Leave of Absence If you anticipate an absence of more than 2 weeks for any reason, you are asked to request a leave of absence, which may be granted for up to three months. With approval from the Director of Volunteer Services, your leave may be extended, or may be granted for a period of longer than three months, with a proposed return date. There is no guarantee that your specific shift will still be available upon their return.

Volunteers who do not return from a leave of absence as agreed, and do not request a leave of absence extension may be terminated by the Director of Volunteer Services. Volunteers with a variable or self-selected schedule who do not volunteer at all within a 30-day period will be considered to be on leave of absence as of their last volunteer date. The Director of Volunteer

Services may notify volunteers of change of status by email. Occasional volunteers who assist with one-time or periodically recurring events will be terminated if they do not volunteer at all in a 12-month period.

Termination due to absence As discussed on page 13 of this Volunteer Handbook, volunteers may be asked to resign or may be removed from their volunteer position in the event of any of the following:

- frequent absences
- three (3) absences without notification
- failure to return from a leave of absence within 3 months, or as agreed upon

Holidays On the holidays listed below, all Family Service Offices, except the Bucks County Emergency Homeless Shelter, will be closed. If you volunteer at the shelter, you are encouraged, but not required, to report to your regular volunteer assignment when in it falls on a holiday.

New Year's Day

Martin Luther King Day

President's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Day after Thanksgiving

Christmas Day

Inclement Weather Bucks County Emergency Homeless Shelter is open 24 hours a day, regardless of weather. Other sites may close due to inclement weather. To learn whether other Family Service locations are closed due to weather, please call (215) 757-6916 ext. 444 after 7:30 am to listen to the inclement weather announcement. As a volunteer, your commitment is vital to serving our clients; however, please consider your personal safety when traveling to your volunteer site during inclement weather. If the agency is open and you feel it is unsafe to travel, please stay home and notify your site as far in advance to let us know you are not able to come in for your shift. The service you provide is valuable, but safety is most important.

Communication

The primary form of communication with Family Service and the Director of Volunteer Services will be via email and electronic newsletter, which will be emailed at least monthly. For the benefit of those volunteers who do not have access to email, regular volunteer newsletters will be posted at volunteer work sites.

Please notify the Director of Volunteer Services as soon as possible regarding any change in contact information, including name, address, telephone number, e-mail address or emergency contact. It is important for Family Service to have the most current contact information so that we may remain in contact with you.

Comments and Suggestions It is important to Family Service that you have a positive and productive volunteer experience. Your constructive comments and suggestions are always

welcome. Comments and suggestions can be discussed with the Director of Volunteer Services or site supervisor, either in person or in a phone conversation. You may also email the Director of Volunteer Services at volunteer@fsabc.org. Other options to provide feedback include an annual survey of volunteers and site specific volunteer meetings at some volunteer locations. In addition, you and your supervisors will have an opportunity to meet annually for a performance appraisal, during which you are encouraged to share your comments and suggestions.

Grievance Procedure If you believe you have been subjected to conduct in violation of any policy, including discrimination on the basis of race, religious creed, color, national origin, ancestry, physical/mental disability, medical condition, marital status, sex, age, veteran status, limited English proficiency or sexual orientation by any supervisor, employee, business contact, patient or visitor, you are encouraged, but not required, to immediately tell the person that his or her actions or behaviors are considered inappropriate and unwelcomed and request the conduct to stop.

In addition, Family Service asks that you report the facts of the incident and names of the individuals involved to your immediate supervisor and the Director of Volunteer Services. A written report will be completed and forwarded to the agency CEO.

Identification Badges Volunteers working at the Bucks County Emergency Homeless Shelter will be issued ID badges which will identify them as Family Service Volunteers. ID badges, which are provided by Family Service, are to be worn at all times while volunteering in the shelter. If you need a new or replacement ID badge, notify the Director of Volunteer Services.

Maintaining Appropriate Boundaries

It is critical that each volunteer recognize that dual relationships with any client can create problems. A dual relationship is when a volunteer knows a client outside of the Family Service experience. You are required to notify your supervisor or the Director of Volunteer Services immediately if you know a client outside of the role as volunteer. In addition, you are expected to maintain boundaries with clients which include, but are not limited to, avoiding contact outside of the hours of volunteering, refraining from giving or receiving gifts, cash or cash equivalent, and showing favoritism. Discuss any questions about a relationship with a client with your supervisor or with the Director of Volunteer Services.

Always avoid putting yourself in any situation that could cause questions to arise regarding your conduct and refrain from forming any type of personal relationship with clients. Always be sure to exercise good judgment.

Media Communication

Refer any and all inquiries to your site supervisor, who will then notify the Communications Coordinator. Never act as a representative of the agency to the media.

Transportation

As a volunteer, you are not permitted to transport clients in any **private vehicle** at any time. Only agency approved drivers may transport clients, and only in agency approved vehicles. Agency approved drivers sign documentation acknowledging policy and procedures governing responsibilities of approved drivers and accident reporting.

Universal Precautions (For HIV and other pathogens)

Family Service recognizes “universal precautions” as a modality recommended by the Centers for Disease Control and Prevention to prevent transmission of infection. Family Service expects that all personnel will know and implement procedures related to “universal precautions” for the safety of personnel and clients alike. Protective equipment including gloves and eye masks are located with First Aid Kits at each Family Service site. Be sure to know the location of first aid kits at your volunteer site.

Hand washing is the most basic and essential component of infection control. Hands should be washed before and after contact with food or with any potential infectious sources. Proper hand washing includes use of soap and warm water if possible, rubbing hands together vigorously for a minimum of 20 seconds and rinsing well under cool running water. Dry hands with a paper towel and use towel to turn off faucet. If you are a kitchen volunteer, you must follow the hand washing and other sanitation procedures as instructed in your training and by your supervisor.

Emergency Procedures

Family Service is committed to fostering the safety, well-being, and health of Family Service staff, clients and others on its premises. The following general and specific procedures describe steps to be followed in the event of emergency situations associated with fire and disasters including evacuation.

As a volunteer, you are expected to take ordinary precautions to maintain the safety of the workplace and to make an immediate direct call for assistance if you observe conditions requiring intervention. Time and circumstances permitting, please consult your supervisor or another staff member before calling emergency services. Regardless of whether you call emergency services, report any immediate threat to health and safety to the site supervisor, and notify the Director of Volunteer Services regarding the situation.

Fire Prevention & Security A designated staff person will call 911 emergency dispatch regarding the emergency and the needs of any disabled persons. If no staff person is able to call 911, as a volunteer, you are authorized and expected to call if health, life or property is in danger. In addition, we ask you help us ensure that:

- Exits remain unobstructed; stairways, hallways and exits from rooms and offices are operable and clear at all times
- An operable automatic smoke detector is in every common area or hallway
- A portable fire extinguisher that is wall mounted, visible and easily accessible is located on each floor in each Family Service property, with additional fire extinguishers in each kitchen. Familiarize yourself with both the location and the operation of fire extinguishers in the location in which you volunteer

Each facility will hold a fire drill each month. Be sure to familiarize yourself with fire drill procedures, so you know the safe exit plan.

Tampering with any safety equipment including fire extinguishers and smoke detectors will be grounds for immediate termination.

Natural Disasters & Evacuation A designated staff person will call 911 emergency dispatch with regard to the emergency and the needs of any disabled persons. If no staff person is able to call 911, you, as a volunteer, are authorized and expected to call if health, life or property is in danger. Procedures for an evacuation drill and for an evacuation due to an actual emergency are the same.

- Exit the building quickly and calmly using the closest exit.
- If you are not already on the ground floor, use stairs to travel to the ground floor, walking in single file, holding the stair railing, staying to the right, and proceeding quickly and calmly.
- Meet at the designated post-evacuation assembly area unless directed elsewhere:

- Bucks County Emergency Homeless Shelter - playground
- Richboro Call Center – back parking lot by the dumpster
- Langhorne office - in the vicinity of the dumpster
- Montgomery County Call Center - in the parking area adjacent to the walkway
- Bristol Office- at the business directly across Mill Street from the main entrance
- AACES - assemble at the fountain in the courtyard area
- Await further instruction. Please do not leave the premises unless instructed to do so.

A. External Evacuation This type of evacuation entails leaving the premises and going to a safe outside location due to fire, earthquake, bomb threat or other event which makes the building unsafe. Evacuation diagrams are posted at each Family Service site. Time and circumstances permitting, assemble in the designated assembly area of each site for a head count.

B. Internal Evacuation This type of evacuation entails taking shelter within the building due to toxic chemical hazard, tornado, or other dangerous weather or environmental event. Depending upon the type of emergency and site specific conditions, the senior staff member on site will ensure that staff, volunteers, clients, and any visitors to our site receive appropriate information about the emergency situation. A designated staff person will notify all individuals on the premises of an emergency. Everyone is to assemble in the reception area, or other area designated at the time, to obtain a head count, and proceed to a safe location on the premises as directed by the senior staff person or emergency personnel. At Langhorne and Doylestown, this will be in the basement or an interior room on the first floor, should time not permit getting to the basement. At the Shelter, Call Centers and AACES, this will be an interior room with no windows. A designated staff person will call 911 emergency dispatch regarding the emergency and the needs of any disabled persons.

Bomb Threats Any staff person or volunteer may find themselves in the position of taking a call that is a bomb threat. All bomb threats should be considered dangerous and should be taken seriously. If you receive a bomb threat call, try to direct the caller to a site supervisor and, if the caller is willing, connect the caller to an available staff member.

If the caller is not willing to be transferred:

- KEEP CALM- Do not panic
- Record the time the call is received and the time it ends.
- Record the EXACT WORDS of the caller.
- Ask the caller:
 - What time will the bomb go off?
 - Where is it located?
 - What does it look like?

- What will cause it to explode?

Try to note the following about the caller's voice and background noise:

- Gender
- Calm/excited
- Adult/juvenile/elderly
- Any accent/speech impediment
- Prerecorded?
- Street noises/office machinery/music
- Note if the caller seems to have knowledge of the building and if the voice seems familiar

If it is possible alert someone else about the situation while on the phone. If not, once the call is completed, immediately notify your supervisor or other staff person, who will contact 911 and in conjunction emergency authorities (Police/Fire Dept.) determine if the threat is credible. If so, the authorities will direct evacuation of the building and conduct any bomb search.

Locations and Contact Information

For hours, please refer to our web site, or call the specific office

Bucks County Emergency Homeless Shelter

7 Library Way
Levittown, PA 19056
215-949-1727

AACES Program Office

215-757-3300

Call Center, Bucks County

853 Second Street Pike
Richboro, PA
215-355-6611

Call Center, Montgomery County

610-649-8102

Langhorne Office

4 Cornerstone Drive
Langhorne, PA 19047
Phone: 215-757-6916 Fax: 215-757-2115

Director of Volunteer Services

215-757-6916, ext. 202

Compliance Officer

Phone: 215-757-6916 , ext. 211

Inclement Weather

Phone: 215-757-6916 , ext. 444, after 7am

Family Service Website <http://www.fsabc.org/>

Family Service on Facebook <https://www.facebook.com/FamilyServiceBucks>