

# DREAM CENTERS



Volunteer Handbook

Revised 2019



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**Receipt and Acknowledgment of Handbook**

# Dream Centers Volunteer Handbook

## Welcome to Dream Centers!

Welcome to the Dream Centers team! We are thankful that you have chosen to join us in our mission to provide health and hope for people who are working to rebuild their dreams. Please take notice of the family atmosphere among your co-workers. Notice their love for God, their love for people, the excellence with which they perform their duties, and their joyful attitudes. You are now a part of this special team. We value you greatly and we are blessed to have you join us.

We believe in the biblical paradigm of following Jesus' lifestyle of serving others. We intentionally recruit, select and equip volunteers with this model, treating each other like family with a special focus on serving others. We attempt to find a good fit for all of our volunteers, and equip you with the necessary resources and knowledge for you to grow and succeed. We see our volunteers as co-laborers, and we impart the Dream Centers vision to create ownership for the eternal significance of each task and service opportunity. We've established a clear process for qualifying and placing volunteers into specifically defined positions in order to effectively reach our goals.

Should you have questions or concerns as you settle in, please don't hesitate to ask your team leader or the Director of Volunteers. Again, welcome to the Dream Centers team. We are excited to partner with you!

Sincerely,

Matthew Ayers  
Pastor, CEO

Brady Boyd  
Board Chairman

# Dream Centers Volunteer Handbook

## About This Volunteer Handbook

This Volunteer Handbook contains information about volunteer policies and practices at the Dream Centers and is intended to be a general overview of guidelines. These policies apply to all volunteers. Feel free to consult with your Dream Centers Volunteer Coordinator or the Director of Volunteers for help concerning anything you do not understand.

## What We Believe

We believe lives are transformed when we serve the whole person, which means meeting basic needs, providing people with effective health care, offering opportunities to learn and access life skills training, and providing a safe haven that supports our clients who are designing their lives anew. Our values, both core and aspirational, guide our work everyday. From the depths of suffering and final breaths, Jesus commissioned his best friend to care for His single mother. Jesus' love for everyone – especially for the vulnerable among us – compels us to join in His love toward all people in our homes, at work, and in the life of our city.

## Our Mission

To bring health and hope to those working to rebuild their dreams.

## Our Vision

We are committed to ending generational poverty and family homelessness in the Pikes Peak Region.

## Our Statement of Faith

We subscribe to the Nicene Creed as our statement of faith:

We believe in one God, the Father, the Almighty, maker of heaven and earth, of all that is, seen and unseen. We believe in one Lord Jesus Christ, the only Son of God, eternally begotten of the Father, God from God, Light from Light, true God from true God, begotten, not made, of one Being with the Father. Through him all things were made. For us and for our salvation he came down from heaven: by the power of the Holy Spirit he became incarnate from the Virgin Mary, and was made man. For our sake he was crucified under Pontius Pilate; he suffered death and was buried. On the third day he rose again in accordance with the Scriptures; he ascended into heaven and is seated at the right hand of the Father. He will come again in glory to judge the living and the dead and his kingdom will have no end. We believe in the Holy Spirit, the Lord, the giver of life, who proceeds from the Father [and the Son].<sup>1</sup> With the Father and the Son he is worshiped and glorified. He has spoken through the Prophets. We believe in one holy catholic<sup>2</sup>

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and apostolic Church. We acknowledge one baptism for the forgiveness of sins. We look for the resurrection of the dead, and the life of the world to come. Amen.

1. Early versions of the Nicene Creed do not contain the phrase “and the Son.” 2. Or “universal.”

## Our Core Values

- We are kingdom people, passionately following Christ in serving our city.
- We value relationship in everything we do.
- We are generous.
- We are intentional.
- We are courageous.

## Principles of Operation

1. **Calling**—*Ephesians 4:1-3: As a prisoner for the Lord, then, I urge you to live a life worthy of the calling you have received. Be completely humble and gentle; be patient, bearing with one another in love.*  
We seek to live out our calling to service with love, courage, and humility.
2. **Love**—*Ephesians 5:1: Be imitators of God, therefore, as dearly loved children and live a life of love, just as Christ loved us and gave himself up for us as a fragrant offering and sacrifice to God.*  
We value relationship. Freely we receive grace and generously we extend grace to one another.
3. **Equity**—*Jeremiah 22:16: He defended the cause of the poor and needy, and so all went well. “Is that not what it means to know me?” declares the Lord.*  
We are committed to justice and the right treatment of all individuals.
4. **Compassion**—*Philippians 4:5: Let your gentleness be evident to all.*  
We serve with an attitude and spirit of compassion to all individuals as we work to heal and restore the hurting.
5. **Respect**—*Ephesians 5:21: Submit to one another out of reverence for Christ.*  
We honor and respect one another.
6. **Unity**—*Philippians 2:14,15: Do everything without complaining or arguing, so that you may become blameless and pure, children of God without fault in a crooked and depraved generation, in which you shine like stars in the universe as you hold out the word of life.*  
We embrace discipleship in our calling to serve and commit to encouraging one another in our faith journey. We will deal with disagreements in a timely and God-honoring way to protect the bond of unity.

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- 7. Generosity**—*Philippians 4:19: And my God will meet all your needs according to the riches of his glory in Christ Jesus.*  
We express a generosity of spirit in all we do because God is generous with us. We trust that God will supply what we need, and we must faithfully steward all he provides.
- 8. Excellence**—*Matthew 5:16: In the same way, let your light shine before men, that they may see your good deeds and praise your Father in heaven.*  
In every area of service we carry the spirit of excellence (not perfectionism).

## Philosophy of Volunteer Engagement

Volunteers are integral partners in providing hope at every level of Dream Centers. We are committed to providing exemplary training and support so that volunteers are empowered to contribute their full range of talents, skills, and expertise. We recognize that volunteers may offer knowledge and skill sets that our staff do not possess. We appreciate their energy and passion. Volunteers allow us all the capacity to dream!

We will never have sufficient resources to meet all of our staffing needs. Even if we did, we would choose to involve volunteers because of the diversity and enrichment they bring. Together, we raise awareness of needs and achievements as we work to eliminate generational poverty and family homelessness in the Pikes Peak Region. Volunteers are valued Dream Centers ambassadors in our community and beyond.

As wise stewards we take seriously the responsibility of our volunteers and staff to intentionally practice self-care. We understand our emotional and relational capacities may be depleted through our work. This requires us to find healthy avenues of refreshing and renewal to continually equip us for sustainable service.

## Our History

Dream Centers began with the vision and passion of New Life Church's Pastor Brady Boyd in the Fall of 2010. He desired to follow Jesus into our city, recognizing the call on the Church of Colorado Springs to serve as Christ serves His Church wherever people are vulnerable. Pastor Brady called the congregation to pray while we interviewed community leaders to identify the greatest points of pain in the city. We discovered many gaps in care. One glaring gap was women's health, and our hearts were broken when it became clear that thousands of women had no access to immediate health care other than hospital emergency rooms.

Through prayer and a passion to serve, volunteers across the city and business leaders like Cameron-Butcher participated in launching the first Dream Center, and the Women's Clinic was born in May of 2011. Today the clinic is full of life-giving encouragement, Christ-centered love, and the most professional care for any woman who is uninsured or underinsured. It even provides compassionate and confidential care for teen girls and survivors of human trafficking. We began fundraising for Mary's Home in 2012. The generous support of individuals, businesses



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like Church Community Builder, local churches like New Life and Radiant, and foundations like The Chapman Trust and the Crowell Trust have resourced the vision. From January 2014 when we broke ground, to May 2015 when we launched, with the prayerful work of Elder Construction and Echo Architecture, along with the tens of thousands of hours and dollars people offered, Mary's Home was made possible.

### Serving Our City

The Hidden Homeless, those we don't see or know about, are the largest and fastest growing group in our city. These are the vulnerable, often abused moms and their kids looking for safety and stability to build a better future.

Dream Centers is committed to serving three groups of people: *The vulnerable*—those seeking and in need of assistance. *God's People*—the church and members of the church who sacrifice their time to help Dream Centers succeed. *Donors and partners*—those advocates who support Dream Centers financially.

**The Vulnerable:** Dream Centers lives and exists to look for “areas of pain” and gaps of care in our city. It is our mission to seek out how we can best advocate for, care for, and defend those who are unable to care for themselves due to life's circumstances.

**God's People:** In providing an outlet for the body of Christ to serve our city, we are helping them step into their calling and become more like Jesus Christ.

**Donors and Partners:** Dream Centers could not live or breathe without our Donors and Partners. They are the very backbone of everything we do. They sacrifice their finances to allow Dream Centers to exist; therefore, we serve them in return with gratitude.

### Dream Centers Women's Clinic

Women who experience poverty and homelessness often skip preventative care and ignore dangerous symptoms due to the high cost and not knowing where to turn. The Women's Clinic is the only free clinic in the area that offers medical care specializing in women's health, behavioral health, and a suite of wraparound services. We have a holistic approach to health, not only caring for the physical body, but also providing spiritual and social services. We will screen for primary care issues at a Well-Woman Exam, but we refer to other clinics for all chronic disease management. Appointments will be made for gynecological issues only, such as Well-Woman Exam, pregnancy and sexually transmitted infection tests and treatment, limited OB ultrasounds, birth control (provided with appropriate education), GYN ultrasounds, menopause and hormone issues. Other services are counseling, chiropractic care, medical massage, resource advocacy, and prayer. Women ages 13-64 who are uninsured or underinsured and do not qualify for Peak Vista or Medicaid are served.

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## Dream Centers Mary's Home

Mary's Home is a supportive housing community that helps women and their children under the age of 8 break free from the cycles of poverty and homelessness. Our intensive holistic program empowers women to thrive as they develop skills to become independent. We provide a faith-based, trauma-informed program for these women and children to heal while caring for their basic needs: shelter, safety, stability, education and career preparation.

Mary's Home is established under five learning domains necessary to exit homelessness permanently:

1. Supportive Relationships
2. Holistic Health
3. Life Skills
4. Economic Self-Sufficiency
5. Community Resources

Mary's Home mothers have a structured daily schedule of therapy and courses that promote safety, security, health, character and skills for future success.

## Dream Centers Support Offices

The Dream Centers Support Offices provide ongoing support to Dream Centers initiatives. Our Development, Volunteer Services, and Operations offices are located here. Volunteers serve in Administration, Development, Event Support, Community Outreach, and Special Projects.

## Nondiscrimination Policy

It is the policy of Dream Centers not to discriminate on the basis of race, color, national origin, sex, age, disability, or genetic information in admission and access to, or treatment or employment in, its program or activities, as required by section 504 of the Rehabilitation Act of 1973 as amended, the American with Disabilities Act, as amended (to the extent applicable to the Ministry), Title IX of the Educational Amendments of 1972, as amended, title VII of the Civil Rights Act of 1964, as amended, the Age Discrimination Act of 1975, as amended, and the Genetic Information Nondiscrimination Act (GINA) of 2008 and their implementing regulations.

As a religious institution, Dream Centers is permitted and reserves the right to prefer volunteers or prospective volunteers on the basis of religion. A qualified applicant is required to be an active follower of Christ, will meet the minimum requirements of the essential and non-essential functions of the assignment for a specific position, and will agree with our Statement of Faith.

As Christ followers, we believe we should serve others indiscriminately. For that reason, 100% of our services are available to our service populations regardless of race, religion, color, immigration status, age, or disability.

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## Volunteer Classifications

Dream Centers recognizes that not all volunteers will subscribe to their Statement of Faith. Those who serve in any form of leadership capacity must affirm our Statement of Faith (Nicene Creed). Those who serve in a support role should likewise affirm our Statement of Faith. However, we recognize there will be individuals who volunteer for short-term projects (e.g., special assignments), or serve in a minimal impact assignment (e.g., painting, gardening, maintenance repair) that may not hold to our Statement of Faith. As such these individuals do not represent the Dream Centers and are limited in their ability to serve in any responsibility that would reflect our values, beliefs, or priorities.

## Minors Serving As Volunteers Policy

The minimum age requirement for serving at the Women's Clinic is 21; at Mary's Home it is 18. From time to time a special Dream Centers event allows minors to volunteer. Minor volunteers must be accompanied by their parent, legal guardian, or an adult with the permission of the parent or legal guardian. A minor volunteer must provide a signed waiver from the parent or legal guardian to the Event Coordinator prior to the start of the activity. At all times the minor volunteer must be accompanied by the supervising adult.

## Self-Care Policy

You will receive information and instruction on best practices for self-care through your program's orientation and training. It is important to be aware of how secondary trauma may affect you as you serve. We embrace a healthy life balance in serving, and we encourage you in your pursuit of sustainable service.

## Ethical Conduct Policy

Each volunteer has an obligation to behave at all times with honesty and integrity. Volunteers of the Dream Centers must scrupulously comply with all laws and government regulations and must deal honestly with all people in all work practices.

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## Conflict of Interest Policy

1. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for that volunteer or for a relative as a result of Dream Centers' business dealings. For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage.
2. The mere existence of a relationship with outside firms does not necessarily create a conflict of interest. However, if volunteers have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of Dream Centers as soon as possible the existence of the relationship so that safeguards may be established to protect all parties.
3. If you are uncertain as to the applicability of this policy to your work, seek guidance from your Program Director.

## Confidentiality Policy

Dream Centers deals with many confidential issues pertaining to its residents, clients, patients, volunteers, and staff. Volunteers must be aware of this and be able to properly handle confidential issues that arise as a part of their work assignment, whether directly or indirectly.

Volunteers must maintain strict confidentiality when dealing with counseling, contributions, donors, patient/resident lists, personnel information, and other types of information that is or might be considered private to our staff, residents, clients, patients, volunteers, or donors. Examples of this type of information include:

- Sensitive information in meetings
- Identity of those seeking services
- Private information regarding staff, residents, clients, patients, volunteers, donors or their families (including but not limited to contact information)
- Confidential legal matter
- Financial contribution data
- Medical Information

Volunteers should never exchange personal contact information with any resident, client, or patient without prior approval from the Program Director or Director of Volunteers.

## Dream Centers Expenditures Policy

Volunteers may use Dream Centers' funds only with prior approval and at the direction of Dream Centers staff.

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## Cell Phone While Driving Policy

Volunteers are strictly forbidden to use their cell phones or mobile electronic devices while operating a motor vehicle on behalf of Dream Centers.

## Harassment and Sexual Harassment Policy

Harassment may be verbal (epithets, threats, derogatory statements, slurs, unwelcome jokes, teasing, innuendo), physical (unwelcome touching, assault, gestures, physical interference with one's work), or visual (posters, drawings, faxes, email, texts). It may involve unwelcome sexual advances or unwelcome invitations to participate in offensive conduct. Harassment may originate from employees, volunteers, supervisors or others visiting Dream Centers. In whatever form and from whatever source, it is forbidden. Anyone who violates this policy will be subject to discipline, up to and including termination.

### Definitions

- **"Sexual Misconduct"** is any sexual conduct that arises during work hours or on the premises which involves an employee or volunteer and another person, and constitutes unlawful activity, and sexual harassment or activity.
- **"Sexual Harassment"** is any unwelcome sexual advance, request for sexual favors, or other verbal, written or physical conduct of a sexual nature when:
  1. Submission to such conduct is made either explicitly or implicitly a condition of volunteer engagement;
  2. Submission to or rejection of such conduct is used as the basis for volunteer engagement decisions affecting the individual;
  3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work assignment or creating an intimidating, hostile, or offensive working environment.

Any volunteer member who feels he/she may have been subject to harassment or sexual harassment or inappropriate sexual conduct should take the complaint directly to his/her oversight or the Chief Operations Officer.

The goal of Dream Centers is to provide a workplace free from matters that do not relate to its mission—in particular, tensions created by non-work-related conduct. This includes ethnic, racial, sexual or gender-related remarks, animosity, unwelcome sexual advances or other such conduct that does not belong in the workplace. The Dream Centers will not tolerate any form of harassment for any reason including, but not limited to: race, religion, national origin, disability, age, gender, childbirth or related medical condition, height, weight, familial status, marital status, or genetic information. We will not tolerate retaliation for refusing unwelcome harassing overtures, for reporting instances of harassment, or for providing statements or evidence related to alleged harassment.

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## Obligation to Report Policy

There are two types of reporting described by this policy: internal and external. Internal reporting provides notice to Dream Centers officers of suspected instances of *sexual misconduct*. External reporting provides notice to local law enforcement of *child abuse or neglect*. Even suspicion of an instance should be reported to designate parties, regardless of actual evidence.

Internal Reporting of Instances of Sexual Misconduct: Volunteers who reasonably suspect an incident of sexual misconduct or who believe that they are victims of sexual misconduct shall immediately provide a detailed report of the same to the Dream Centers Chief Operations Officer. Upon request of the investigation team, the individual making the report shall also provide a detailed written report.

External Reporting of Child Abuse or Neglect: Dream Centers will report every allegation of sexual abuse of a person who is a minor to local law enforcement. In addition, Colorado law requires that when a mandated reporter has reasonable cause to suspect that a child has been subjected to abuse or neglect, or is being subjected to circumstances or conditions that would reasonably result in abuse or neglect, he or she must immediately report this information to the Dream Centers Chief Operating Officer, both by phone and in writing. “Mandated reporters” include clergy, school volunteers, medical personnel, mental health professionals, and others.

Child abuse or neglect includes more than sexual misconduct against a minor as defined by this policy. In addition to sexual misconduct against a minor, it includes physical injury of a child which is not reasonably explained or not likely to be accidental. It includes malnutrition, failure to thrive, and inadequate parental provision of food, clothing, shelter or medical care. It also includes emotional abuse resulting in impairment of a child’s intellectual or psychological functioning.

If at any time a Dream Centers volunteer reasonably suspects child abuse, it is the responsibility of the volunteer to report the suspected abuse in an incident report to his/her Program Director. The Program Director will work with the Chief Operations Officer to submit a report of this suspicion to the local county department of social or human services at (719) 444-5700 or 1-844-CO4KIDS or the police department. It is not the volunteer’s role to investigate suspected abuse—only to report it to his/her Program Director. Persons who make a good faith report are immune from civil and criminal liability. Additionally, the law provides for the protection of the identity of the reporting party.

A Dream Centers employee or volunteer who fails to report suspected child abuse or neglect commits a class 3 misdemeanor and may be punished as provided in section 18-1-106, C.R.S. The volunteer personnel could also be liable for damages “proximately caused thereby.”

Any questions regarding external reporting obligations or procedures may be discussed with the Dream Centers Chief Operations Officer. Generally, the Department of Human Services receives reports involving family situations while the police take reports regarding non-family situations. In every circumstance of such a report, staff and volunteers must provide a copy of the written report to the Chief Operations Officer.

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To the extent possible, written reports to local law enforcement should include the following:

- The name, address, age, gender, and race of the child;
- The name and address of the alleged perpetrator, or the person or persons responsible for the suspected abuse or neglect;
- The nature and extent of the abuse, neglect or injury of the child;
- The family composition;
- The source of the report and the name, address and occupation of the person making the report;
- Any action taken by the reporting source;
- Any additional helpful information.

## **Action Where Guilt Is Determined**

Any Dream Centers volunteer who admits to, does not contest or is found guilty of an incident of sexual misconduct shall be immediately disciplined or terminated from employment or any position of responsibility with Dream Centers.

## **Retaliation Prohibited**

No supervisor shall have the authority to retaliate against a victim, reporter or witness of harassment because of his or her report. Any such retaliation is subject to prompt reversal upon completion of any related investigation.

## Self-Reporting Requirement

Individuals applying for volunteer positions are expected to report any criminal charges or convictions occurring after the date of his or her application to the Dream Centers Director of Volunteers.

Individuals accepted for a volunteer position have a continuing obligation to self-report this information in writing within five (5) business days of criminal charges or convictions to the Director of Volunteers until their volunteer service at Dream Centers comes to an end. Failure to report this information is a violation of policy and may lead to disciplinary action up to and including termination of volunteer service.

The self-reporting requirement under this policy is in addition to any other reporting requirement and does not remove responsibility to report according to licensure or under any other policy.

## Violence-Free Workplace Policy

Violence by a volunteer/employee or anyone else against a volunteer/employee supervisor or volunteer/employee will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injury to volunteers at work and visitors on premises. Dream Centers further

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establishes that all of its officials, supervisors, employees, and volunteers will treat each other with courtesy, dignity, and respect. Dream Centers is committed to a violence-free workplace. If you receive or overhear any threatening communication from a volunteer/employee or outside third party, report it to your supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to a volunteer/employee/resident or visitor to our premises, contact an emergency agency (911) immediately.

## Firearms Policy

Dream Centers volunteers are not authorized to carry a handgun on Dream Centers' premises. Additionally, volunteers may not carry a handgun at any time the volunteer is acting or appearing formally or informally as a Dream Centers representative without written approval from the Chief Operations Officer.

The only exceptions to the Dream Centers Firearms Policy are designated New Life Church Life Safety Personnel and contracted security officers with a required permit.

## Alcohol, Drugs and Controlled Substances Policy

It is the policy of Dream Centers that volunteers shall not be involved with the unlawful use, possession, sale, or transfer of drugs or narcotics in any manner which may impair their ability to perform assigned duties in a safe or productive manner. Any involvement with alcohol or drugs which affect the workplace or work environment is unacceptable.

The use or personal possession of alcohol/drugs on Dream Centers' property is a dischargeable offense.

## Smoking and Tobacco Use Policy

Dream Centers designates all facilities are smoke and tobacco free. A smoke/tobacco free environment directly protects clients, patients, visitors, volunteers, and residents, and confirms our commitment to the promotion of health.

Because Dream Centers may be subject to criminal and civil penalties for violations of applicable smoking laws, we must insist on strict adherence to this policy. Volunteers smoking in any non-smoking area may be subject to disciplinary action, up to and including termination.

Volunteers, if using tobacco products off premises, are expected to be respectful of residents/businesses adjacent to their activities and to not loiter or discard tobacco products that will negatively impact the environment and/or reflect negatively on Dream Centers.



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## Social Media/Fundraising Policy

When “sharing” on social media about Dream Centers’ information and events to help raise awareness of Dream Centers in the community, we appreciate your discretion and ability to appropriately “share” this information.

We are grateful for the kindness and generosity of those who contribute to Dream Centers by designating a portion of their business profits to us. Fundraising efforts require careful consideration. It is important that in your social media presentation you do not represent yourself as an agent of Dream Centers, or that your fundraising efforts are a Dream Centers sponsored activity.

Please refrain from soliciting fellow volunteers or staff in fundraising verbally or with flyers, order forms, etc. This includes but is not limited to your personal business, fundraising for Girl Scouts, Boy Scouts, schools, churches, etc. We recognize that other organizations are doing wonderful work; however, all Dream Centers sites will remain free of solicitation of any kind. All Dream Centers employee and volunteer personal contact information is strictly for the work of Dream Centers and is not to be used for any solicitation.

Should you have questions regarding fundraising, please contact the Chief Development Officer. You may contact the Volunteer Office if you need clarification on what qualifies as solicitation.

## Requests for References or Volunteer Information Policy

Volunteers should not provide information (verbal or written) regarding current or former employees or volunteers to any person, firm, organization, or institution who is not part of Dream Centers. Please refer any request for staff information to the Chief Operations Officer.

Please refer any request for volunteer information to the Director of Volunteers. Your Volunteer Coordinator or a staff person in your area of service can provide you with the appropriate contact information for the Chief Operations Officer or the Director of Volunteers.

## Children in the Workplace Policy

Dream Centers desires that volunteers and their families feel welcome in the office; however, it is expected that volunteers provide childcare for their children during their service time so as not to cause a distraction within the workplace. Exceptions to this must be discussed with your Volunteer Coordinator and Program Director.

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## Giving Money Policy

There will be challenging, difficult, or trying circumstances where people may not be able or willing to pay for certain necessities, such as prescriptions, referrals, bus passes, etc. Please bring this need to the attention of the appropriate staff person in your area of service.

Best practice is that you do not give money to any person receiving services through Dream Centers under any circumstances. If you have any questions about this, or would like to request an exemption from this policy, please speak to your Program Director or the Chief Operations Officer.

## Active Status

We expect all volunteers to assume responsibility for their regular and reliable attendance and promptness. If you know that you will be absent or late arriving for your assignment, please notify your Volunteer Coordinator before the start of your shift.

As an active volunteer we ask that you use the scheduling feature in Volgistics if your program utilizes this. You are responsible to add and remove yourself on the calendar. Please provide your Volunteer Coordinator with two weeks' notice in advance of planned absences due to travel, schedule changes, etc.

## Time Keeping

Accurate volunteer service hour records reflect actual staffing needs for Dream Centers. Your service hours also aid in grant applications, are reported to the Board, and are included in the annual report. It is your responsibility to ensure your service hours are properly logged in Volgistics. Please check your service record monthly to verify your service hours are correct. Contact the Director of Volunteers if you encounter any difficulty using Volgistics.

## Inactive Status

Life changes. Let us know if you are unable to continue as planned or become dissatisfied for any reason with your assignment. If you anticipate returning to service after a period of time off, your record can be marked inactive.

## Absenteeism

Never feel guilty about absences due to illness. Your health is most important to us. You are protecting our patients, residents, and staff by not reporting to work with any infectious condition or fever. Please advise your Volunteer Coordinator or supervisor as soon as possible that you are not available to serve.

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If you fail to properly report your absences, this will be considered a voluntary resignation of your position, and the Volunteer Office will change your volunteer status to inactive.

## Re-engagement

A volunteer may request to re-engage with Dream Centers provided he/she was not terminated due to gross misconduct. Depending on the length of time away from service, orientation and training may be required to resume service. If the original assignment is no longer available, other options can be explored.

## Personnel Records

Dream Centers provides a record-keeping system and location for all Volunteer Personnel Records. Volunteer Personnel Records are maintained for use by Dream Centers and will remain the property of Dream Centers. This documentation exists to enhance corporate memory and to allow accurate retention of information for all volunteers at Dream Centers.

### **Background Information and Documentation of Qualification**

Any present and prospective Dream Centers volunteer may be required to complete a background check authorization, volunteer application, placement questionnaire, as well as supply non-family member references and provide licensure information. The Director of Volunteers, or his/her designee, will review all documents submitted, and such documents shall remain in the volunteer's confidential file.

### **Documentation and Administrative Actions**

Should any volunteer be involved in any action contrary to the standards and policies of Dream Centers, the incident will be reviewed. A report of the incident and any administrative action taken will be filed in the volunteer's confidential file.

### **Updating Records**

Volunteers are responsible to keep their profile up to date. Volunteers can update contact information, emergency contacts, and email preferences at the Volunteer Self-Serve site in Volgistics. The Volgistics portal is accessed through the DreamCenters.com website utilizing the Volunteer Login link. If you have difficulty logging in, please contact the Volunteer Office; we will be happy to assist you.

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## Performance Expectations

In all dealings with guests, clients, staff, the general public, and with each other, volunteers are expected to respect the dignity of each individual and to assist the mission of Dream Centers. Every volunteer is expected to be present on a regular and punctual basis, to be competent, to avoid appearances of impropriety, and to preserve the confidentiality of sensitive information.

Volunteers are expected to abide by the Dream Centers policies and procedures, and to observe best practices to perform the duties in any applicable assignment as assigned by the Director of Volunteers or the Volunteer Coordinator in their program of service.

Safety is important, and volunteers are expected to observe safety rules and contribute to a healthy, safe and sanitary workplace.

Finally, accuracy and timeliness are important to the effective accomplishment of the mission. It is expected that all program reports or records will contain accurate and complete information to the best of the volunteer's knowledge, and that volunteers will keep those records up-to-date as outlined in their position description and/or instruction provided in training. Volunteers may not remove any Dream Centers records from Dream Centers' property without the permission of the Chief Operations Officer.

## Performance Evaluation

Your program of service may have an evaluation process for your assignment to include, but not limited to, skill and knowledge assessment prior to onboarding and a follow-up assessment after orientation and training. Please let your Volunteer Coordinator know if you would like further training to assist you in confidently performing your assigned responsibilities.

## Dress Code

Dress code will vary with the program. Please dress modestly so as not to be a distraction in the workplace. Short hemlines, low necklines, tank tops, and shorts are generally inappropriate. Please confirm with your Volunteer Coordinator what is appropriate for your location and assignment. For most volunteer service, you are required to wear your name badge. Your badge identifies you as volunteer staff to our clients, patients, vendors, and visitors.

## Computer Usage

Volunteers should be aware that electronic messages and computer usage may be monitored to ensure inappropriate material is not being sent or received via email, website and other methods of communication. Those using Dream Centers computer systems must not have any expectations of privacy in their use of the computers, systems, or anything that is created or

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maintained on them, including anything considered or marked “personal.” When crafting an email on behalf of the organization, think “Press Release.” This provides a filter of appropriate language, tone, and content.

Dream Centers reserves the right to monitor anything transmitted or stored on its computers, networks, and systems. We reserve the right to periodically inspect any Dream Centers hardware, at any time, for any reason.

Any volunteers who are found to have used a Dream Centers device to view or interact with any sexually explicit or other inappropriate content, or who have engaged in any illegal activity using a Dream Centers device, shall be disciplined. This discipline may consist of loss of computer privileges, altered work responsibilities and status, or termination. A second offense will result in immediate termination.

## Passwords

Volunteers must not share individually assigned passwords with others.

## Personal Belongings

Please properly secure your personal belongings. Dream Centers is not responsible for personal belongings. Please do not bring valuables to work with you or leave personal property unsecured in work areas. If using a personally-owned computer, camera or other device to facilitate your assignment or service with Dream Centers, it is covered under your homeowners insurance rather than Dream Centers insurance.

## Complaint Procedure

If a volunteer feels he or she may have been a victim of discrimination, he or she may file a complaint. A complaint by a volunteer should be addressed to the Program Director; if the Program Director is the subject of the complaint, it should be addressed to the Chief Operations Officer.

The complaint should contain the following:

1. The type of discrimination that occurred.
2. Where and when the discrimination occurred.
3. The name(s) of the person(s) charged with discrimination.
4. The names of witnesses, if any.

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## Grievance Procedure

1. A grievance is a complaint regarding some matter considered by a volunteer as unresolved.
2. A volunteer is expected to make every effort to resolve problems as they occur through informal means. Volunteers should discuss workplace problems with their Volunteer Coordinator or the Director of Volunteers prior to initiating a formal grievance procedure. If this informal discussion fails to resolve the problem, the volunteer should prepare a written description of the problem at issue, including reference to the discussion that was held with the immediate supervisor and why the volunteer feels the resolution reached in the discussion was inadequate. This written grievance should be prepared and submitted to the Chief Operations Officer or the Director of Volunteers within five working days after the conversation with the supervisor.
3. The Chief Operations Officer and the Director of Volunteers will discuss the issue with the volunteer and provide a written answer to the volunteer, usually within five working days of receiving the volunteer's written grievance. The decision given by the Chief Operations Officer will be final and is not subject to review or appeal.
4. Where possible, volunteers are encouraged to resolve their interpersonal conflicts at the lowest level. We strongly advise volunteers to follow the underlying principles of Matthew 18 to resolve conflicts.

*If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over. But if they will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses. (Matthew 18:15-16)*

## Holidays

The holidays on which the Dream Centers offices may be closed are as follows: \*

1. New Year's Day: January 1
2. Martin Luther King Jr. Day: Third Monday in January
3. Good Friday: Friday preceding Easter Sunday
4. Memorial Day: Last Monday in May
5. Independence Day: July 4
6. Labor Day: First Monday in September
7. Thanksgiving Day: Wednesday, Thursday, and Friday the week of Thanksgiving
8. Christmas Day through New Year's Day: December 24 - January 1
9. If a holiday falls on Saturday, it is observed on the preceding Friday. Sunday holidays are observed the following Monday.

\*Please confirm with your Volunteer Coordinator that the schedule above is still in effect for your program of service.

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## Weather Closures

**Dream Centers Women's Clinic** inclement weather policy reflects School District 11. If School District 11 schools are closed, the clinic is closed. If they are on delay, we are on the same delay.

**Dream Centers Mary's Home** inclement weather policy follows School District 11. If School District 11 schools are closed OR on delay, do not report for volunteer service at Mary's Home.

Weather conditions may differ significantly depending on where you live. Should the Women's Clinic or Mary's Home be open and you determine it is unsafe for you to travel, please notify your Volunteer Coordinator as soon as possible that you will not be able to serve your shift.

## On-Site Emergency

For any life-threatening emergency at Dream Centers, dial 911. For non-life-threatening emergencies, contact any Dream Centers staff person.

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## Suggested Resources

The following resources may be of personal benefit to you in your service at the Dream Centers:

***A Framework for Understanding Poverty; A cognitive Approach.*** Written by Ruby K. Payne, PhD

***Boundaries: When to Say Yes, How to Say No to Take Control of Your Life.*** Written by Henry Cloud, John Pearson, and John Townsend.

***Generous Justice: How God's Grace Makes Us Just.*** Written by Timothy Keller.

***Healing Care, Healing Prayer: Helping the Broken Find Wholeness in Christ.*** Written by Terry Wardle.

***Helping Those Who Hurt: Compassionate and Practical Ways to Offer Comfort.*** Written by H. Norman Wright.

***The PovertyCure DVD Series.*** Hosted by Michael Matheson Miller. (You may borrow these from Dream Centers Support Office.)

***Think Differently Live Differently: Keys to a Life of Freedom.*** Written by Bob Hamp.

***Toxic Charity: How the Church Hurts Those They Help (And How to Reverse It).*** Written by Robert D. Lupton.

***Union with Christ: The Way to Know and Enjoy God.*** Written by Rankin Wilbourne.



## Receipt and Acknowledgment

The *Dream Centers Volunteer Handbook* serves as a guide to your service with Dream Centers; it is not the final word in all cases. Individual circumstances may call for individual attention.

Please read the following statements and sign below to indicate your receipt and acknowledgment of the *Dream Centers Volunteer Handbook*.

- I have received and read a printed or digital copy of the *Dream Centers Volunteer Handbook*. I understand that the policies and rules described in it are subject to change at the sole discretion of Dream Centers at any time.
- I understand that my volunteer service is terminable “AT WILL”, either by Dream Centers or myself, regardless of the length of my service. I understand that nothing in this handbook shall be construed as a contract of employment and that my volunteer service with Dream Centers is without promise, expectation, or receipt of compensation.
- All writings, photographs, or other artwork created that relate to any persons or experience at the Dream Centers will be reviewed and approved by the Chief Development Officer prior to distribution. Review is necessary to assure confidentiality, appropriateness, and accuracy of all information.
- I authorize the Dream Centers to use or publish any interviews, photographs, videotapes or motion pictures in any manner and any medium deemed appropriate by them. I acknowledge that I have no interest, ownership, or copyrights for any pictures, images, or recordings.
- I am aware of the Harassment and Sexual Harassment Policy. I understand that the Dream Centers will not tolerate any volunteer who commits harassment or sexual harassment. I further acknowledge that the Dream Centers will not tolerate retaliation against any individual who in good faith reports a suspected incident of harassment or sexual harassment. I understand that it is my responsibility to abide by all rules contained in this policy. I also understand how to report incidents of sexual abuse or retaliation at the Dream Centers as stated in the Obligation to Report Policy.
- I am aware of and understand the Obligation to Report Policy. I understand that it is my responsibility to abide by all laws and procedures contained in this policy. I understand how to report suspected child abuse as stated in this policy.
- I am aware that during the course of my volunteer service, confidential information may be made available to me. I understand that all confidential information must not be released within or outside of the Dream Centers premises or property.
- I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the *Dream Centers Volunteer Handbook*.

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Signed (Volunteer)

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Date