

VOLUNTEER PACKAGE





Volunteer Application

Contact Information

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	

Availability

During which hours are you available for volunteer assignments?

- Weekday mornings Weekend mornings
 Weekday afternoons Weekend afternoons
 Weekday evenings Weekend evenings

Interests

Tell us in which areas you are interested in volunteering

- Administration
 Events
 Field work
 Fundraising
 Deliveries
 Phone bank
 Newsletter production
 Volunteer coordination

Volunteer Drivers:

If you have a history of addiction, what is your clean date? _____
Have You Had any Moving Violations/Infractions? _____
If so what Violations/Infractions and What Year? _____ - _____
Have You Had any Driving while Suspended? _____ What Year? _____
We will need a copy of you ODL and ask that you pick up a driving record from DMV
(this can be done for two \$)



Special Skills or Qualifications

Summarize special skills and qualifications you have acquired from employment, previous volunteer work, or through other activities, including hobbies or sports.

Previous Volunteer Experience

Summarize your previous volunteer experience.

Person to Notify in Case of Emergency

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	



Agreement and Signature

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal. *If the volunteer position leads to a paid position more verification will be requested.*

Name (printed)	
Signature	
Date	

Our Policy

It is the policy of this organization to provide equal opportunities without regard to race, color, religion, national origin, gender, sexual preference, age, or disability.

Thank you for completing this application form and for your interest in volunteering with us.



213 NE 101h Street,
McMinnville, OR,
97128
503-895-0934

We can serve you better if we are able to work with other agencies that know you and your family. By signing this form, you are giving permission for these organizations to release information about yo1ur situation.

Agencies:
Provoking
Hope

MUTUAL EXCHANGE: Y N _

Expiration Date: This authorization expires in 1 year from the date signed.

Prohibition on Re-disclosure: This information is protected by Federal law (42 CFR Part 2). The recipient may not disclose it further without specific written permission of the person to whom it pertains. That written permission must meet the requirements of 42 CFR Part 2.

I understand that the information held may contain information that has extra protection by federal and/or state law (HIV, Communicable Disease), and I specifically consent to disclosure of such information only if specified above.

Client Printed Name: _____

Client Legal Signature: _____ Date: _____

Staff Signature: _____ Date: _____

This authorization may be revoked at any time, but any records previously released will not be affected. To those receiving information under this authorization:

This information disclosed to you is protected by state and federal law. You are not authorized to release it to any agency or person not listed on this form without specific written consent of the person to whom it pertains unless authorized by other laws.

Revised 9/23/2014 - PH/BSR



213 NE 1Qth Street
McMinnville, OR
97128
503-895-0934

➤ **Non-Disclosure of Confidential Information**

- a. I agree to retain all Confidential Information in the strictest confidence. I will not disclose any Confidential Information to any person other than for purposes of Provoking Hope as well as Yamhill Valley Treatment and I will not use for my own purposes or for purposes other than those of Provoking Hope as well as Yamhill Valley Treatment, any Confidential Information which I have acquired in relation to the business of Provoking Hope as well as Yamhill Valley Treatment, its affiliates or the clients of either. I acknowledge that the obligation to disclose to others or use the Confidential Information continues in effect following the termination of my employment with Provoking Hope as well as Yamhill Valley Treatment, for whatever reason, unless I obtain the prior written consent of the Chief Executive Officer or Board of Directors.
- b. I agree that upon the request of Provoking Hope as well as Yamhill Valley Treatment and in any event upon the termination of volunteering/on staff with Provoking Hope as well as Yamhill Valley Treatment, for whatever reason, I will immediately return to Provoking Hope as well as Yamhill Valley Treatment all of the materials, including all copies in whatever form, containing Confidential Information which are in my possession or under my control.
- c. I understand my obligations under this agreement, not to use or improperly disclose to others Confidential Information, shall remain in effect until the date upon which the Confidential Information has been publicly disclosed in a manner authorized by Provoking Hope as well as Yamhill Valley Treatment or its affiliates or otherwise has become known to competitors of Provoking Hope as well as Yamhill Valley Treatment, without my breaking this agreement.
- d. I understand my obligations under this agreement not to disclose to others any Confidential Information

Signature: _____

Signature: _____

Date: _____

Revised 10/9/2016



➤ **To All Volunteers:**

Opening tasks **NEED** to be done every morning before starting the tasks that are set for everyone. If you are the closer, the closing duties are just as important, (both lists are posted in your Policies & Procedure Hand Books). We all need to get used to doing this as it is an important way to start our day. Please remember the clients are most important. Please greet them, always get their name (if not a known person), and clock them into the client check-in list. When taking phone messages please use the phone message book. Everyone also needs to be very familiar of the green resource book. Take some time and check it out!

If you cannot make it to you scheduled shift you need to call into the office 503-895-0934 and leave a message for the Front Desk.

If you are here doing community service hours and need your hours typed up for probation, please fill out a "Request of Hours" form at least one week prior to the date needed. These forms are located in the third drawer of the file cabinet located next to the front desk.

If any volunteer wants or needs to be trained on something, come to Office Manager, and training will happen. If there is an idea, don't be afraid to come to us with it. Let's talk about it!

We value your time here and everyone needs to treat it like a job. Take a 10-minute break every 2 hours and if you are here over 5 hours, take a 30-minute lunch. Make sure someone is covering phones and desk when taking lunches. Operations Coordinator is able to write job references, we want to be able to faithfully say that you were working here.

© NO GAMING ON ANY OF THE COMPUTERS!!! That is also the case if you bring your children.

It is really messing up our computers

Thank you!

Signature: _____ Date _____

Signature: _____ Date _____



➤ **Employee/Volunteer Prescription List**

I, _____, agree to provide the Director of Provoking Hope with a copy of any prescribed narcotics or mood altering drugs. I also agree to take said prescriptions only as directed. I understand that it will be up to the Director on whether I will be able to work while taking these prescriptions.

Prescription Drugs that I take: (Please attach copy of prescription)

Employee/Volunteer Signature

Date

Provoking Hope Director Signature

Date



➤ **Fraternizing and Relationship Policies**

Volunteers often work with clients and other volunteers building relationships among each other. Some volunteers spend as much time with staff as they do with their families. Close relationships among volunteers can foster enhanced communication and efficiency, but volunteers must take care to avoid relationships that expose Provoking Hope to claims of sexual harassment. Fraternalization policies help volunteers understand where to draw the line with clients and staff.

Purpose

The fraternization policy begins with a statement of its purpose. Companies intend for policies of this type to prevent favoritism, avoid misunderstandings, protect the company from sexual - harassment claims and avoid the loss of morale that may occur when a volunteer or staff member has a romantic or flirtatious relationship with a fellow client or staff member. Fraternize*ion policies are not intended to prevent volunteers from forming close personal relationships with clients or staff, or to prevent romantic relationships from developing among peers.

Prohibited Relationships

- Are you currently in a relationship with a client or fellow staff member, that you are aware of, at Provoking Hope? **Yes** **No**
- Provoking Hope prohibits fraternization and romantic entanglements that pose a risk of a conflict of interest, disrupt business or create an unprofessional work environment.
- Provoking Hope requires a volunteer who engages in a romantic relationship with a client or fellow staff member to report it to his office administrator, or administrative coordinator, so Provoking Hope can determine if it violates the policy.

Exceptions

Provoking Hope can recognize policy exceptions, which should be properly documented in the form of a stipulation, or agreement, between the individuals involved. The stipulation acknowledges that a relationship exists, despite the policy, and is voluntary and consensual, and that each individual understands the associated risks, such as, for example, the risk that their volunteering schedules may be affected because of their personal relationship.

Sign: _____

Date: _____



➤ Community Resource Book Acknowledgment

Please take the time to read the Community Resource Book. Inside you will find everything that a client might need from where to get a food box to where to find a treatment center. We as volunteers need to be quick with answers when on the phone or if a client is in crisis or sometimes when it is very busy in our office. Once you have familiarized yourself with the book and gone over it with the person training you please sign and date below.

Volunteer Staff _____ Date _____

Staff Signature _____ Date _____

Revised BSR 9/23/2014



➤ Procedure for Employee/Volunteer Complaints

If you as an employee or a volunteer have a complaint or are unhappy with something, this is the procedure that should be followed:

- Complaints should be taken to your supervisor
- Complaints should not be talked about around clients, peers, or staff
- You must do your best to avoid having the situation become corporate gossip

I, _____, agree to follow these procedures to the best of my ability and understand that if I purposefully disobey these procedures that consequences will follow.

Volunteer Staff _____ Date _____

Staff Signature _____ Date _____

Created PH/BSR 1/16/2015



I, _____,
staff/volunteer at Provoking Hope,
am giving my permission to use my name and picture or
video in publications for the use of and/ or associated with
Provoking Hope.

Signature: _____
Date: _____

Revised 7/16/14



➤ Policies & Procedures Social Media

Policies around social media in the workplace:

- Employees and Volunteers are not to be on social media during work hours - this includes the office computers as well as personal electronic devices
- The only exception to this would be if the Employees and Volunteers was posting something (i.e. an event, items for sale, etc.) to the Provoking Hope page
- The Director and Management will be tracking this
- Offenses will be brought up at Employees and Volunteers Quarterly Reviews and could possibly jeopardize positions

Thank you for your commitment to give your best 😊



"Provoking a safe & sober environment & team to transition you to a recovery path"

- 1. People are our business, so let's not be too serious.**
- 2. Anonymity is an expectation in the reception area.**
- 3. Sometimes support is needed by peers, find a private spot.**
- 4. Let kindness be your constant goal with each other.**
- 5. Regard and honor volume, voices, music, & telephone conversations.**

Revised 9/23/2014 - PH/BSR



➤ Mission Statement

The primary focus of Provoking Hope is to provide a clean and sober environment and team support that includes accountability and responsibility. We provide spiritual and recovery tools that will assist the alcoholic and addict to return to the mainstream of life.

Transitional Resources to be offered

12 Step Group Specialty Subjects:

- Boundaries
- Co Dependency
- Breaking Free
- The 12 Steps, a Spiritual Journey
- Meditation and Prayer Counseling
- Pastoral Counseling (6-week limit)
- Intervention
- Case Management Plan

Referrals and Support Agencies:

- Residential Treatment
- Outpatient Treatment
- Mental Health Services (Psychiatric)
- Vocational Services
- Crisis Intervention
- Intensive Care Management
- Housing
- Case Management
- Suicide Support and Prevention Grief



Provoking Hope

Release of Information Procedure

When someone comes into the office and asks about services please have them follow these steps:

1. Have them fill out an assessment packet located on the side of the reception desk.
2. Set them up with a CRM to do the assessment. If there is not someone in the office at that time to do an assessment, you will need to set up an appointment for that person to come back and finish the intake procedure.
3. If the client has been working with other agencies, BEFORE we can move any further with services, the client must sign a release of information for any other agencies they are working with. For example: DHS, Adult and Family Services, Chemical Dependency, Mental Health and Probation.
4. If the client is not working with any other agencies other than Provoking Hope, we can move forward with referrals and assistance to the client.

Revised 9/23/2014 - PH/BSR



➤ Workplace Visitor Guidelines

Provoking Hope values family life and has worked to develop employment policies and benefits that are supportive of families. While Provoking Hope seeks to focus on providing an environment open to work and family issues, it also believes that the activities of the workplace should be aimed at accomplishing the work of this facility.

Further, Provoking Hope believes that the frequent or extended presence of visitors or volunteers in the workplace during work hours generally is inappropriate due to decreased employee productivity.

Consequently, Provoking Hope does not permit the frequent or extended presence of visitors (friends, family members including minor children), in the workplace. Provoking Hope fully recognizes that unique circumstances may arise that could necessitate an exception, by approval only, to these guidelines. When such emergency or unique situations arise, the volunteer and his/her supervisor, shall, if possible, develop a unique emergency plan that will temporarily resolve the situation with as little disruption as possible. In the absence of such a plan, extended presence of visitors in the workplace is not allowed.

Updated 9/24/2014



➤ Resource Assessments:

Telephone etiquette:

- When someone is in the room wondering about housing or resources we don't talk about them to providers in front of them we step out of the room.
- Do not talk on speaker phone.

Agency to agency etiquette:

- No phone calls or personal contact to referral agencies with the client or counsellor present
- The client must make the phone call to the agency (we as Provoking Hope staff: will make a phone call to the agency, we will not share that with the client and we will not place the call ourselves.)

CRM Shadowing:

- When you are shadowing you must first sign a confidentiality release.
- First time assessment experience as a staff member will be with a CRM from the program you are assigned to.
- Violation of any confidentiality will exclude the shadowed from volunteering with clients at Provoking Hope, doing client assessments, and shadowing volunteer coordinator Belinda Russell.

Agency to Agency no inside or side stepping of agency authorities:

If a PH volunteer, volunteers at other service agencies in our county those agencies do not give the PH volunteer inside influence to the other agencies employees.



Request of Hours

(Please give at least 7 days from the date due)



NAME: _____

Date: _____

_____ Date Needed by: _____ Date of Hours Worked: _____

Printed Out or Emailed: _____

If Emailed, Please Provide Email Address: _____

_____ If You need a copy sent to you as well Leave your email Address as well: _____

Your hours will be typed up and left in the folder on the wall 7 days from the day requested. If you need them emailed it will be also done within 7 days. This is an example of the "Request of Hours" form that you would fill out and give to the office manager to get a copy of your recorded service hours.

Revised 9/23/2014 - PH/BSR



Yamhill Valley Treatment and Provoking Hope Drug Free Workplace Policy

PURPOSE AND GOAL

Provoking Hope is committed to protecting the safety, health and wellbeing of all employees and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

COVERED WORKERS

Any individual who conducts business for the entity, is applying for a position or is conducting business on the entity's property is covered by our drug-free workplace policy. Our policy includes, but is not limited to CEO, supervisors, full-time employees' part-time employees, interns, and volunteers.

APPLICABILITY

Our drug-free workplace policy is intended to apply whenever anyone is representing or conducting business for the entity. Therefore, this policy applies during all working hours.

PROHIBITED BEHAVIOR

It is a violation of our drug-free workplace policy to use, possess, sell, trade, and/or offer for sale alcohol, illegal drugs or intoxicants.



Consequences

One of the goals of our drug-free workplace program is to encourage employees to voluntarily seek help with alcohol and/or drug problems. If, however, an individual violates the policy, the consequences are serious... In the case of applicants, if he or she violates the drug-free workplace policy, the offer of employment can be withdrawn. The applicant may not reapply.

If an employee violates the policy, he or she will be terminated from employment.

RETURN-TO-WORK AGREEMENTS

Following a violation of the drug-free workplace policy, an employee may be offered an opportunity to participate in rehabilitation. In such cases, the employee must sign and abide by the terms set forth in a Return-to-Work Agreement as a condition of continued employment.

ASSISTANCE

Provoking Hope recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our employees, our drug-free workplace policy:

- Encourages employees to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.
- Allows the use of accrued paid leave while seeking treatment for alcohol and other drug problems.
- Treatment for alcoholism and/or other drug use disorders may be covered by the employee benefit plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee.



CONFIDENTIALITY

All information received by the entity through the drug-free workplace program is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

SHARED RESPONSIBILITY

*A safe and productive drug-free workplace is achieved through cooperation and shared responsibility. Both employees and management have important roles to play.

*All employees are required to not report to work or be subject to duty while their ability to perform job duties is impaired due to on- or off-duty use of alcohol or other drugs. In addition, employees are encouraged to:

- Be concerned about working in a safe environment.
- Support fellow workers in seeking help.
- Report dangerous behavior to their supervisor.
-

* It is the supervisor's responsibility to:

*

- Inform employees of the drug-free workplace policy.
- Observe employee performance.
- Investigate reports of dangerous practices.
- Document negative changes and problems in performance.
- Counsel employees as to expected performance improvement.
- Clearly state consequences of policy violations.



COMMUNICATION

Communicating our drug-free workplace policy to both supervisors and employees is critical to our success. To ensure all employees are aware of their role in supporting our drug-free workplace program:

- All employees will receive a written copy of the policy.
- The policy will be reviewed in orientation sessions with new employees.
- The policy and assistance programs will be reviewed at safety meetings.
- All employees will receive an update of the policy annually with their paychecks

Created using the U.S. Department of Labor's Drug-Free Workplace Adviser.

Providing a safe and sober environment and team to transition you onto a path of recovery....





➤ What is Sexual Harassment?

What?

THE EEOC HAS DEFINED SEXUAL HARASSMENT IN ITS GUIDELINES AS: UNWELCOME SEXUAL ADVANCES, REQUESTS FOR SEXUAL FAVORS, AND OTHER VERBAL OR PHYSICAL CONDUCT OF A SEXUAL NATURE WHEN:

- SUBMISSION TO SUCH CONDUCT IS MADE EITHER EXPLICITLY OR IMPLICITLY A TERM OR CONDITION OF AN INDIVIDUAL'S EMPLOYMENT, OR
- SUBMISSION TO OR REJECTION OF SUCH CONDUCT BY AN INDIVIDUAL IS USED AS A BASIS FOR EMPLOYMENT DECISIONS AFFECTING SUCH INDIVIDUAL, OR
- SUCH CONDUCT HAS THE PURPOSE OR EFFECT OF UNREASONABLY INTERFERING WITH AN INDIVIDUAL'S WORK PERFORMANCE OR CREATING AN INTIMIDATING, HOSTILE, OR OFFENSIVE WORKING ENVIRONMENT.

UNWELCOME BEHAVIOR IS THE CRITICAL WORD. UNWELCOME DOES NOT MEAN "INVOLUNTARY." A VICTIM MAY CONSENT OR AGREE TO CERTAIN CONDUCT AND ACTIVELY PARTICIPATE IN IT EVEN THOUGH IT IS OFFENSIVE AND OBJECTIONABLE. THEREFORE, SEXUAL CONDUCT IS UNWELCOME WHENEVER THE PERSON SUBJECTED TO IT CONSIDERS IT UNWELCOME. WHETHER THE PERSON IN FACT WELCOMED A REQUEST FOR A DATE, SEX-ORIENTED COMMENT, OR JOKE DEPENDS ON ALL THE CIRCUMSTANCES.

SOURCE: PREVENTING SEXUAL HARASSMENT (BNA COMMUNICATIONS, INC.) SDC IP. 73 1992 MANUAL



SEXUAL HARASSMENT INCLUDES MANY THINGS ...

- Actual or attempted rape or sexual assault.
- Unwanted pressure for sexual FAVORS.
- Unwanted deliberate touching, leaning over, cornering, or pinching.
- Unwanted sexual looks or gestures.
- Unwanted letters, telephone calls, or materials of a sexual nature.
- Unwanted pressure for dates.
- Unwanted sexual teasing, jokes, remarks, or questions.
- Referring to an adult as a girl, hunk, doll, babe, or honey.
- Whistling at someone.
- Cat calls.
- Sexual comments.
- Turning work discussions to sexual topics.
- Sexual innuendos or stories.
- Asking about sexual fantasies, preferences, or history.
- Personal questions about social or sexual life.
- Sexual comments about a person's clothing, anatomy, or looks.
- Kissing sounds, howling, and smacking lips.
- Telling lies or spreading rumors about a person's personal sex life.
- Neck massage.
- Touching an employee's clothing, hair, or body.
- Giving personal gifts.
- Hanging around a person.
- Hugging, kissing, patting, or stroking.
- Touching or rubbing oneself sexually around another person.
- Standing close or brushing up against a person.
- Looking a person up and down (elevator eyes).
- Staring at someone.
- Sexually suggestive signals.
- Facial expressions, winking, throwing kisses, or licking lips.
- Making sexual gestures with hands or through body movements.



➤ Examples

Verbal:

- Referring to an adult as a girl, hunk, doll, babe, or honey
- Whistling at someone, cat calls
- Making sexual comments about a person's body
- Making sexual comments or innuendos
- Turning work discussions to sexual topics
- Telling sexual jokes or stories
- Asking about sexual fantasies, preferences, or history
- Asking personal questions about social or sexual life
- Making kissing sounds, howling, and smacking lips
- Making sexual comments about a person's clothing, anatomy, or looks
- Repeatedly asking out a person who is not interested
- Telling lies or spreading rumors about a person's personal sex life

Non Verbal:

- Looking a person up and down (Elevator eyes)
- Staring at someone
- Blocking a person's path
- Following the person
- Giving personal gifts
- Displaying sexually suggestive visuals
- Making sexual gestures with hands or through body movements
- Making facial expressions such as winking, throwing kisses, or licking lips

PHYSICAL:

- Giving a massage around the neck or shoulders
- Touching the person's clothing, hair, or body
- Hugging, kissing, patting, or stroking
- Touching or rubbing oneself sexually around another person
- Standing close or brushing up against another person



(PRIVATE) Terminology

SEXISM is an attitude. It is an attitude of a person of one sex that he or she is superior to a person of the other sex.

For example, a man thinks that women are too emotional. Or a woman thinks that men are chauvinists.

SEX DISCRIMINATION is a behavior. It occurs when employment decisions are based on an employee's sex or when an employee is treated differently because of his or her sex. For example, a female supervisor always asks the male employee in a coed workplace, to move the boxes of computer paper. Or, a male supervisor always asks the female employee, in a coed workplace to plan office parties.

SEXUAL HARASSMENT is a behavior. It is defined as unwelcome behavior of a sexual nature.

For example, a man whistles at a woman when she walks by. Or a woman looks a man up and down when he walks towards her.

SUBTLE SEXUAL HARASSMENT is a behavior but not a legal term. It is unwelcome behavior of a sexual nature that if allowed to continue could create a QUID PRO QUO and/or a Hostile Work Environment for the recipient.

For example, unwelcome sexual comments, jokes, innuendoes.

QUID PRO QUO HARASSMENT is when employment and/or employment decisions for an employee are based on that employee's acceptance or rejection of unwelcome sexual behavior.

For example, a supervisor fires an employee because that employee will not go out with him or her.

HOSTILE WORK ENVIRONMENT is a work environment created by unwelcome sexual behavior or behavior directed at an employee because of that employee's sex! that is offensive hostile and/or intimidating and that adversely affects that employee's ability to do his or her job.

For example, pervasive unwelcome sexual comments or jokes that continue even though the recipient has indicated that those behaviors are unwelcome.



➤ Opening Tasks

- **Make sure dishes are clean and put away.**
- **Make coffee.**
- **Check bathrooms (toilet paper, paper towels, and garbage).**
- **Make sure copiers are filled with papers.**
- **Straighten anything up that needs to be in lobby area.**
- **Check messages.**
- **1 Make sure clipboards are full of intake and volunteer paperwork.**
- **Make sure there are pens at front desk.**
- **Dust off all the Desktops in the office.**
- **Revised 9/23/2014 - PH/BSR**



➤ **Nightly Closing List**

- **Make sure desks are clean of papers and garbage.**
- **Tidy up lobby area.**
- **Make sure dishes are done and drying.**
- **Coffee pot set up for next day.**
- **Pull Lunch for the next day.**
- **Close the admin office lights/windows/doors.**
- **Lights and any other electronics turned off.**
- **Check both bathrooms.**

Revised 9/23/2014 - PH/BSR



➤ Weekly Cleaning Schedule

Tuesday:

1. Sweep entryway, sidewalk out front, and out back
2. Clean front door window
3. Take a break☺
4. Clean bathrooms (wipe down toilet, disinfect inside, outside and at the floor around the porcelain. Disinfect sink, inside and outside, faucets, handles. Sweep, mop, and clean mirror).
5. Clean kitchen area, do any dishes we have in the office by the coffee pot and wipe down the counters in the kitchen area

Thursday:

1. High dust the office
2. Disinfect doorknobs and light switch plates in office space, kitchen area, and bathrooms
3. Take a break😊
4. Wipe down all desks and tables
5. Clean kitchen area, do any dishes we have in the office by the coffee pot and wipe down the counters in the kitchen area

***All cleaning supplies are located in the closet by the back door**