

2016

Volunteer Opportunities

ADMINISTRATIVE OFFICE

- Clerical and other office related tasks such as making information packets, organizing files and information materials.
- Act as a “secretary” during committee and board meetings to take notes to turn into minutes.
- Assisting with writing thank you notes for donations and creating a data base of donors.
- Working to create and update agency scrapbooks using photos and newspaper clippings.
- Cleaning our offices once a week.

OUTREACH

- Working behind RCPCH table at community fairs and events, greeting visitors and answering questions about the organization, handing out materials to visitors.
- Assist staff in area presentations to groups and during area trainings hosted by the agency.
- Participate in a “speakers bureau” that would include giving a testimony of your volunteer experience in an effort to attract more volunteers or to educate an audience on the importance of the organization’s work.
- Supporting distribution of materials about our program to specific locations.

SPECIAL EVENTS

- Work with the Outreach and Special Events Committee of the RCPCH Board of Directors and with staff in planning events such as the Champions of Hope Sporting Clays Tournament, Candlelight Vigil, Walk-A-Mile in Her Shoes, and Suitcases for Kids.
- Working with events sponsored by others on our behalf.
- Work at any of the above named events to assist by registering attendees, helping with refreshments, clean up, etc.

LANDSCAPING/FACILITY MAINTENANCE (may require background check, signed confidentiality statement)

- Gardening for flower beds, pots and vegetable plot.
- Any decorating or beautification project of any of the three facilities.
- Handyman services for small and general repairs and maintenance.

THE PATTICAKE HOUSE(requires age 18 or older, application, personal interview, references, background check, interview, signed confidentiality statement)

- Answering the phones.
- Supervision of children during forensic interviews.
- Making survey calls to caregivers post forensic interviews.
- Clerical and other office related tasks, especially filing.
- Organizing special projects.

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RUTH'S COTTAGE SHELTER WORK (requires 18 & older, application, personal interview, references, background check, interview, signed confidentiality statement and may require special job training)

- Answering the Crisis Call line.
- Working/teaching with the clients/families on a direct level with activities such as crafts, cooking, games, sports, services such as hair dressing and nails, gardening or skill building.
- Any other direct service type activity.
- Doing a children's activity on site/babysitting children of resident's while they are in group activity outside of shelter/ planning a holiday event.

DONATION STATION: RCPCH has a location where we house all donated clothing, shoes, personal hygiene products, household items, and linens and toys for those we serve to "shop" for at no cost to them. We are looking for volunteers at the Donation Station to:

- **Organize donated items!**
- Be present during set hours for donations to be brought and received at the DS. You would receive the donation, write a receipt to the donor and once the donor leaves, assess the items for appropriateness and act accordingly based on the result. Either placing the item(s) in the store, sending them to our recycle bin or taking to Salvation Army or trash.
- Working at the DS to continue the ongoing process of organizing the clothing and items for easy recognition of sizes and types of items.
- Be on call as a shopping helper for any client/resident who may need to shop. For example: a shelter mom is preparing to move into her own home and has three children. Assisting her with "shopping" at the DS to be sure she has what she needs for everyone and assisting her to find items...and also to be sure that she does not go beyond reasonable in her "shopping".

LEADERSHIP

- Serve on an ad hoc or special project committee of the agency. Examples below:
 - Champions of Hope Sporting Clays Event
 - Domestic Violence Awareness Month
 - Child Abuse Prevention Month
 - Suitcases for Kids
 - Shelter Capital Campaign
 - Pediatric SANE Project
 - Sexual Assault Center
- Serve as a board member for the organization.

ON CALL

- In addition to any of the above we also have a volunteer "On Call" list where we like to have those who do not mind being called when there is a need that might not fall into a certain stated category.

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- For example: A client is leaving the shelter and needs a bed. Staff identifies a donor but needs a way to pick up the bed and deliver to client's new home. Staff would consult the "On Call" list to begin seeking help from volunteers who might have the means to make this happen.
- For example: A recent client leaving shelter to make a cross country bus trip needed a "care bag" with items you would need for a long trip. A contact to a volunteer made this happen.
- For example: The PCH staff has multiple interviews back to back with families that go through the lunch hour. A volunteer who would not mind bringing a lunch by for the families and providing support during a stressful time.
- **Angels on Wheels** – Those volunteers willing to be listed as possible sources of transportation of items when the need arises.

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Volunteer Information

Thank you for your interest in becoming a volunteer for Ruth's Cottage and The Patticake House (RCPCH). Please take a few minutes to review the enclosed information and complete the appropriate forms.

GENERAL INFORMATION

WHO WE ARE

The Tifton Judicial Circuit Shelter, Inc., DBA Ruth's Cottage and The Patticake House is a 501 (c) 3 non-profit agency that was incorporated in 2002. The mission of the organization is *to end domestic and sexual violence, as well as child sexual and physical abuse, through a collaborative, multidisciplinary approach to investigations, advocacy, and support, while working in the community to change attitudes, beliefs, and behaviors.* The conception of the organization was that it be one providing three distinct services: domestic violence prevention/emergency shelter, child advocacy, and be a sexual assault center. The two house logos of the organization display three doors denoting the three program service provision goal intention. The first two of these three goals has been realized as described in the following paragraphs. .

In September 2002, Ruth's Cottage was awarded grant monies for the following positions: Client Advocate and two legal advocates from, respectively, the Department of Human Resources and Criminal Justice Coordinating Council which administers both VOCA and VAWA funds. Additionally, a regional Board of Directors was formed from the four-county circuit to include Irwin, Tift, Turner and Worth Counties. The District Attorney, Mr. Paul Bowden, was elected President to govern the 25-member board. Ruth's Cottage is a collaborative of DFCS, prosecution, law enforcement, courts, schools, the faith community, prevention, mental health, CASA, the business community, and survivor advocates.

Primarily we recognize that when we do not hold the batterers accountable, we serve no one. In that respect, the responsibility to educate the entire collaborative, including judges and law enforcement, is paramount. The September 2002 murder of one of our founders, Joy Hill, was a reminder to the board and the community of the terrible stigma that forces survivors into silence. Only a coordinated community response will effectively battle the pervasiveness of this problem that affects women and their children.

In 2005, our child advocacy center, The Patticake House was established and services began there of forensic interviewing with family support services. Over 1,000 interviews of children who have been sexual, severely physically abused or both have been served along with supportive services to the non-offending care givers. Children who have been witness to domestic violence or any violent crime are also considered abused and been interviewed by our PCH. The PCH works in partnership with law enforcement (local, state and federal), prosecutors and departments of family and children services to hold child abusers accountable and to protect our children.

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The organization works to create an effective community response to the issue of family violence with a two-pronged approach: advocacy and education. Advocacy efforts seek to ensure that survivors, their dependents, and those at risk of family violence are protected and treated respectfully. Through community education, the organization attempts to create an effective response system to family violence and to change cultural and societal attitudes and institutional practices that perpetuate violence. Ruth's Cottage and The Patticake House will not discriminate against anyone based on race, gender, disability, socio economic status, religious or cultural affiliation, sexual orientation, or HIV status. Committed volunteers are at the core of RCPCH, and we to obtain funding from a consortium of state, federal, regional, private, foundation and corporate sources.

PROGRAMS AND SERVICES

RCPCH has enjoyed significant growth since its incorporation in 2002. With the support provided by an grants, community gifts, state survivor assistance and a solid volunteer base, RCPCH provides a number of services. In 2003; RCPCH began offering information, referral, and outreach services via a 24-hour toll-free hotline. The organization opened a 12-bed emergency shelter for survivors of domestic violence. In addition, outreach advocacy and crisis counseling, court advocacy, and outreach support groups for adults and children have been established. A Donation Station for survivors is available for help with clothing, household and personal hygiene items. A teen dating violence prevention program is available for our youth. This course is designed to educate young people about the dangers of dating violence and to help them know what healthy relationships are about so that they will become neither survivor nor offender. RCPCH is the only provider of this type of education for our teens and abusers begin their pattern of behavior at this early age. Having four bi-lingual staff members allows us also to better provide service to non-English speaking Hispanic survivors, children and non-offending caregivers.

There is a list of services with detailed descriptions included in this packet.

GOALS

RCPCH goals include, but are not limited to the following:

- ✓ To provide safe, temporary shelter to survivors of family violence. .
- ✓ To provide confidential support and crisis intervention for survivors of family violence and their dependent children if applicable.
- ✓ To develop and implement a plan for their safe return to the community and for their independence.
- ✓ To coordinate a multi-disciplinary response and provide comprehensive and compassionate services to children in cases of suspected child abuse whether sexual, physical, neglect, witness to domestic violence, witness to abuse or commercially sexually exploited, in a safe and child-friendly setting.
- ✓ To refer to the appropriate medical, mental health, social, educational, and legal resources to facilitate the survivors' safe return to independence.

RCPCH Volunteer Orientation and Information Packet

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- ✓ To offer support, services, and advocacy for survivors of family violence and their children, if applicable, through: support groups, survivor information, transportation, financial, victims compensation support, sustenance information and referral for mental health and legal services.
- ✓ To provide community education, outreach, and training about the issue of violence against all people, its effects and appropriate intervention strategies.

RCPCH determines and utilizes the services of volunteers, including members of the Board of Directors, who are qualified to provide both direct and non-direct services. Pursuant to the Criminal Justice Coordinating Council (CJCC) the following standards apply to all volunteers:

- ✓ RCPCH follows acceptable practices in recruiting, screening, and assigning volunteers. Screening practices serve to protect the program and clients.
- ✓ The organization uses Cogent Systems, Georgia Applicant Processing Services to conduct a background check on all ongoing direct service volunteers every three years. Ruth's Cottage and The Patticake House shall not employ applicants or utilize volunteers that have been convicted, or have prior charges, or have charges pending for a felony or misdemeanor involving a sex offense, violent act, child abuse or neglect, or related acts. Should a staff member of volunteer be arrested during employment for matters involving a sex offense, violent act, child abuse or neglect, or related acts that employee will be immediately terminated. For matters that do not include the involvement of a sex offense, violent act, child abuse or neglect, or related acts, the Personnel Committee will review the case (up to and including interview of the employee) and may recommend termination. If a volunteer is arrested the Executive Director will review the circumstances of the case and may result in termination of the volunteer relationship.
- ✓ All volunteers will be kept current as to policies and procedures of the organization relevant to volunteer activities.
- ✓ All volunteers will sign a confidentiality statement and maintain a record of trainings completed.
- ✓ RCPCH will follow acceptable practices in the orientation, development and training of volunteers. RCPCH will provide direct service volunteers who work unsupervised with survivors and their dependents a minimum of 20 hours of initial job specific family violence training. Compliance may include agency trainings, computer-based training, webinars, GOCF sponsored or approved trainings, as well as other state and federal agency trainings related to domestic violence. Each new board member receives orientation on family violence and non-profit board governance within the first year of service.
- ✓ Depending on the service provided by volunteers, appropriate job related training topics may include but are not limited to: history of domestic violence; dynamics of domestic violence; barriers to escaping domestic violence; cultural awareness and competency; crisis intervention; crisis call practices and policies; indicators of dangerousness and lethality; safety planning as well as self-care.

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Individual Volunteer Application

VOLUNTEER INTEREST

AREAS: _____

FULL NAME _____

DATE _____

ANY OTHER NAMES USED _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

ANY OTHER ADDRESSES RESIDED IN PAST 5 YEARS:

PHONE

(H) _____ (W) _____ (CELL) _____

E-

MAIL _____

IN CASE OF EMERGENCY, PLEASE CONTACT (name, relationship, number)

1. _____

2. _____

EMPLOYMENT:

Current Company Name _____

Job Title _____

How long? _____ Supervisor's Name _____

Phone # _____

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Responsibilities at present job:

PERSONAL REFERENCES (name, relationship, number - no relatives, please)

- 1. _____
- 2. _____
- 3. _____

BACKGROUND INFORMATION:

Have you resided in Georgia for the last 3 years? ____ Yes ____ No

If no, please list any other states within that time period: _____

Have you ever been indicted or convicted of a misdemeanor? ____ Yes ____ No

Have you ever been indicted or convicted of a felony? ____ Yes ____ No

If you answered YES to either question, please explain:

EDUCATION:

NAME, DEGREE OBTAINED, YEARS ATTENDED

HIGH SCHOOL _____

UNIVERSITY _____

GRADUATE SCHOOL _____

OTHER _____

Other certifications/skills:

VOLUNTEERISM:

How often would you like to volunteer?

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What days are best for your volunteer service?

Are you willing to be placed on an “on call” volunteer list? _____

Previous volunteer experience:

Groups/Organization affiliations:

Special skills, hobbies, or interests:

Languages spoken:

Languages written:

Languages read:

Did someone refer you to us? How did you learn about RCPCH and volunteering?

Why do you want to become a volunteer for Ruth’s Cottage and The Patticake House?

Do you have any concerns about volunteering with RCPCH?

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What qualities do you possess that would make you a good volunteer?

Signature: _____ Date: _____

Witness: _____ Date: _____

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Group Volunteer Application

Name of Group:

Group Leader Name:

Contact Information of Leader:

Phone:

Work:

Home:

Cell:

Email:

Type of Project:

When would you like to volunteer?

Date

Time of Day

Length of Project

Would you like this to be a regular commitment?

Number in Your Group:

Ages of Those in Group:

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Statement of Release

STATEMENT OF RELEASE

I authorize Ruth's Cottage and The Patticake House (RCPCH) to conduct any investigation it deems necessary with respect to personal information I have provided. I authorize any former employer, present employer, school, college, university, personal reference, and/or any other person to give information they may have concerning my volunteer position or character. I hereby conditionally release from all liability for any damage, whether caused directly or indirectly from giving or receiving this information or related opinions, RCPCH any informant contacted whether named or unnamed.

I further understand that RCPCH has the right to the following actions:

- (1) to review my application and all subsequent information;
- (2) to unconditionally accept or reject my application;
- (3) to submit a request for my Criminal History background check; and
- (4) to terminate my volunteer placement at any time with or without cause.

I agree that, upon placement, I will perform my volunteer duties without compensation and that, in doing so I am not acting as an employee or official representative of RCPCH. I understand and agree to abide by all regulations and policies of RCPCH.

Signature: _____ Date: _____

Witness: _____ Date: _____

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Confidentiality Agreement

All staff, board members, and volunteers of Ruth's Cottage and The Patticake House (RCPCH) will adhere to the following statement concerning confidentiality of information, records and facilities.

“Confidentiality of all records will be maintained. In addition, all information obtained in connection with provision of services by staff, volunteers, or board members of RCPCH including but not reserved to, performance of work, or personal conduct while employed by or affiliated with RCPCH shall not be disclosed by any staff, volunteers, or board members without the consent of the individual(s) concerned except as may be necessary to provide services to him or her (them) or as may be required by state or federal law. Information may be disclosed in statistical or other summary form or for clinical purposes but only if the identity of the individual(s) served is not disclosed. The program volunteers and program participants are prohibited from disclosing information regarding the location of shelter facilities except in the following specific case(s):

1. To medical, fire, police personnel or agencies, when their presence is necessary to preserve health and safety.

“I understand that the privacy act provides for both civil and criminal penalties against anyone who violates the confidentiality of person(s) protected under this act.”

Knowing this, I agree to the above statement of confidentiality.

Signature: _____ Date: _____

Witness: _____ Date: _____

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Volunteer Policies/Procedures

I. VOLUNTEER PHILOSOPHY

Ruth's Cottage and The Patticake House (RCPCH) encourages the teamwork of staff and volunteers so that we can offer the best services possible. Volunteers contribute their unique talents, skills and knowledge of the community to help provide personalized attention to clients. Staff will be responsible for supervision of volunteers and ensuring that there are specific tasks for each of them to complete.

II. VOLUNTEER SELECTION AND SCREENING*

Volunteers are selected for a particular area of service by interest and/or aptitude indicated during the application process. All volunteers will be classified as either a **direct services** or **indirect services** volunteer based on the type of duties they wish to participate in at RCPCH. Each applicant will have successfully passed screening requirements which include a written application, personal interview, written reference and criminal records check. During the application process each candidate will be informed of the program's right to remove a volunteer at anytime. If a volunteer is removed, the reasons for the removal will be provided in writing.

As part of the training process all volunteers will receive the following:

- ✓ Volunteer job description listing duties and responsibilities
- ✓ Copy of the confidentiality agreement
- ✓ Copy of the volunteer grievance procedure
- ✓ Ethical standards

III. CLIENTS AS VOLUNTEERS

Any person(s) currently receiving services from RCPCH will not be allowed to volunteer. RCPCH services must be completed before an individual is allowed to volunteer for the agency. A client must then wait 180 days before they may provide indirect services and one year before they may provide direct services for the agency.

IV. VOLUNTEER APPLICATION

Volunteers will complete the RCPCH application expressing any particular interests and/or qualifications. Volunteers will agree to follow all agency policies and to be supervised by staff members where appropriate.

V. VOLUNTEER JOB DESCRIPTIONS

Current job descriptions are established for each of the volunteer positions. Each volunteer should review these defined job opportunities and select the area (s) where they are best suited at RCPCH.

VI. VOLUNTEER CONFIDENTIALITY EXPECTATIONS & RIGHTS

Volunteers shall follow and are bound by RCPCH Confidentiality Agreement. Volunteer records shall be bound by the same rules of confidentiality that apply to the records of agency

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staff. RCPCH respects the right of confidentiality of all volunteers. Volunteers have the right to know what information is contained in their files. Volunteers also have the right of prior consent regarding the release of information to external sources except for release required by law.

VII. VOLUNTEER TRAINING

Proper training is an important facet of an effective volunteer program. Below are listed some of the guidelines that staff and volunteers use to ensure proper training. Volunteer training may occur in a group setting or one to one with a staff member.

All volunteers will receive training which may include any or all of the following depending on the type of work they will be providing:

- ✓ Mission and Philosophy
- ✓ Volunteer Programs and Policies
- ✓ Dynamics of Child Abuse and/or Family Violence Information
- ✓ Need for and Benefits of Children's Advocacy Centers (CACs) and Domestic Violence Programs
- ✓ Definition and Consequences of Child Abuse and/or Family Violence on the Survivor, Family, and Society as a Whole
- ✓ Confidentiality and Security Procedures/Importance

In addition to the previous, direct service volunteers will be offered training in the following:

- ✓ Best Practices

VIII. VOLUNTEER RULES OF CONDUCT & ETHICS

All volunteers of RCPCH are expected to conduct themselves professionally at all times to represent the organization's position and image effectively to the public and the community we serve. Volunteers are expected to follow all federal state and local laws and to work ethically, while performing duties for the organization. In addition, all volunteers are expected to follow the direction of supervisory staff.

IX. VOLUNTEER RECRUITMENT, RETENTION & TERMINATION

RCPCH will make every effort to utilize all interested volunteers. The agency will comply with all civil rights laws that allow qualified persons an opportunity to volunteer. Community wide volunteer orientations will be offered at least twice per year and may be scheduled by appointment to smaller groups as requested.

Volunteers will be invited to all appropriate opportunities for further education/training and may request specific trainings during their volunteer experience. Recognition of volunteers will be provided in a variety of methods including but not limited to thank you notes, Facebook and website recognition and honors/awards at special events.

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RCPCH reserves the right to terminate the services of any volunteer who is no longer serving in the best interest of the organization. A volunteer shall not become inappropriately involved in a case by engaging in activities which is likely to result in conflict of interest or expose the program or volunteer to criminal or civil liability.

X. VOLUNTEER DOCUMENTATION

The organization's Administrative Assistant will be responsible for the documentation and reporting of volunteer hours and mileage. Each volunteer will report his/her own hours and mileage on a monthly basis.

XI. VOLUNTEER GRIEVANCE PROCEDURE

A grievance is a complaint concerning the treatment of a volunteer or practices by staff members. Within five (5) days of the occurrence of an event giving rise to the grievance, the volunteer will complete a written complaint statement that should include a concise statement of facts upon which the complaint is based and the resolution sought. This statement should be given to the Executive Director who must communicate a written response, with supporting reasons, to the volunteer within five (5) days of the receipt of the volunteer's statement. If the volunteer does not receive a response within five (5) days, or the volunteer is not satisfied with the response, the volunteer should submit a written complaint statement within five (5) days to the Board of Directors who must communicate a written response, with supporting reasons, to the volunteer within five (5) days of the receipt of the volunteer's statement.

* When there is a group of volunteers who are participating in an activity such as a large work project at the office, Suitcases for Kids or other community type event, they do not have to have each member complete the process that an individual volunteer serving in our program facilities is required to complete. The Executive Director will inform groups/individuals on a case by case basis what requirements are necessary.

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Volunteer Code of Ethics

1. Volunteers providing client services shall maintain the client's interest as their primary responsibility and will maintain high personal and professional standards.
2. Volunteers will portray a positive role model by maintaining an attitude of respect, loyalty, patience, integrity, courtesy, tact, and maturity.
3. Volunteers should respect the privacy of clients and maintain confidentiality at all times regarding information obtained while providing services. Volunteers will not reveal the name or other identifying information about any client or a case to the outside public.
4. Client confidentiality must be maintained throughout the workplace. Client information will not be discussed in the front office or the hallway of any common area.
5. Volunteers may not discriminate against clients or co-workers on the basis of sex, race, age, creed, color, national origin, religion, marital status, disability, sexual orientation, political affiliation or source of income.
6. Volunteers may not accept gifts of any kind from clients.
7. Volunteers shall avoid dual relationships with clients. Volunteers shall not conduct any relationship with the client other than that assigned by Ruth's Cottage and The Patticake House or violate position of trust in any manner, which might be determined by the client.
8. Volunteer will distinguish clearly in public statements one's personal views from positions adopted by Ruth's Cottage and The Patticake House.
9. Volunteer will report to appropriate agency authority any conflict of interest that may prevent him/her from providing competent services to a client, or be impartial in the treatment of any client.
10. Physical abuse, verbal abuse, sexual abuse, and/or mental abuse is strongly prohibited and will be cause for immediate dismissal.
11. Georgia State Law requires that all citizens report any suspected abuse or neglect of a child.
12. Volunteers recognize their boundaries of competence and provide only those services, and use only those techniques, for which they are qualified by training experiences.
13. Mandated Reporter - In Georgia law, it designates certain professionals as mandated reporters of child abuse or neglect [OCGA 19-7-5(c)(1)]. If you have reasonable cause to believe that a child has been abused, you *must* make a report, immediately to the senior staff member and that person will report, no later than 24 hours, to DFCS office or law enforcement. The reporting is required – if the staff person fails to report that staff person is subject to criminal penalty and dismissal.

I understand that any violation of this code may be grounds for removal as a volunteer from RCPCH.

Signature of Volunteer

Date

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Release of Liability

By signing this acknowledgement and release, I acknowledge that I am volunteering my services at Ruth's Cottage and The Patticake House (RCPCH). I acknowledge that my participation is completely voluntary and is being undertaken without promise or expectation of compensation. I am aware that, in participating in any RCPCHouse project that I may be exposed to personal injury or damage to my property as a result of my activities, the activities of other persons or the conditions under which my volunteer services are performed. With full knowledge and understanding, I accept any and all risks of damage, injury, illness, or death and I release and discharge RCPCH, its officers, directors, and employees, from any claims for damages or injury and all liability arising out of my participation as a volunteer. I have carefully read this acknowledgement and release and fully understand its contents. I am aware that this is a release of liability and I freely and voluntarily accept the terms. **I certify that I am at least eighteen (18) years of age.** I further state that I am in proper condition for participating in this event. I agree to abide by the rules established by RCPCHs health and safety requirements.

Volunteer Name (**PRINT**)

Volunteer Signature

Date

Group Name (*if applicable*)

Address

City

State

Zip Code