

**THE UPPER ROOM,
A FAMILY RESOURCE CENTER
Volunteer – Internship Handbook
Of Policy & Procedure**



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1. Introduction

The Upper Room (henceforth **TUR**) welcomes you as a new volunteer/Intern. As you may know, TUR is a nonprofit, charitable, tax-exempt organization founded in 1986 to strengthen individuals, families, and the community through interactive educational programs and services.

TUR has a board of directors comprised of members of the community who are elected for 2-year terms. The board of directors establishes the agency's mission and policies and hires the Executive Director to implement them. It is the Executive Director's responsibility to hire, supervise, and make personnel decisions regarding all additional employees, although the Executive Director may choose to delegate some of these responsibilities to other managerial staff within the organization.

Because of its charitable mission and its public support, TUR's interns/volunteers have a special responsibility to adhere to the highest standards of ethics and professionalism in representing The UR and carrying out its mission.

2. Purpose of This Volunteer/Internship Handbook

This Volunteer/Internship Handbook is intended to serve as a guideline, describing the basic personnel policies and practices ordinarily applied by TUR. **It is not intended to create a contract.** This volunteer/intern Handbook confers no contractual rights on the intern/volunteer; its provisions shall not constitute contractual obligations enforceable against TUR.

TUR reserves the right to make changes, from time to time, with or without notice, in the policies and practices described in the Handbook. Moreover, because it is impossible to anticipate every intern/volunteer situation that may arise, TUR reserves its right to address a situation in a manner different from that described here, if, in TUR's discretion, the circumstances so warrant.

If interns/volunteers have questions about the policies and procedures described in this Handbook they should bring these to the attention of the Executive Director.

3. Equal Volunteer/Internship Opportunity

TUR is committed to a policy of equal volunteerism and Internship opportunities and does not discriminate in the terms, conditions, or privileges of employment because of race, color, religion, national origin, sex, sexual orientation, age or physical or mental disability.

Any intern/volunteer who believes that s/he or any other employee, volunteer or intern of TUR is the victim of employment discrimination should report this concern promptly to the Executive Director.

TUR also has a policy prohibiting discriminatory harassment, including sexual harassment. This policy is described below.

4. Terms and Conditions of Internship/ Volunteerism

Agency Mission

TUR is a nonprofit, charitable, tax-exempt organization founded in 1986. Our mission is to strengthen individuals and families through community connections, service programs and education.

Because of its charitable mission and its public support, TUR's employees have a special responsibility to adhere to the highest standards of ethics and professionalism in representing TUR and carrying out its mission.

The Upper Room helps you to succeed as a volunteer/Intern:

- **Intern/ Volunteer development** - TUR considers its interns and volunteers to be its greatest gift from the community. The Executive Director and staff are committed to providing interns and volunteers with a mutually valuable & positive relationship in the best interest of the volunteers/interns/agency and the community at large. Interns and volunteers will be placed in the area of their expressed interest to engage in work that supports the mission of the agency, its programs and services. Professional supervision and leadership is provided to all interns and volunteers throughout their tenure here.
- TUR Programs operate successfully due to the elevated level of support staff, interns and volunteers demonstrate for one another. Therefore; all staff, interns and volunteers alike are asked to participate in agency wide tasks and events to the best of their ability. This is critical to the continued sustainability of the agency.
- TUR considers it the agency's responsibility to provide interns and volunteers with opportunities to learn and grow as a result of their relationship with the agency.
- **Orientation & Training & Supervision** - TUR Administrative Coordinator will provide a full agency wide orientation to each intern/volunteer accepted into our program. Training for specific tasks and responsibilities will be provided under the supervision of the Program Coordinator or general administration staff for whom the intern/volunteer is assigned.
- **Record keeping** – All interns and volunteers will complete all of the required paperwork, time given to the agency will be documented, and specific forms required by referring agencies, schools or other source will be completed by each intern/volunteer's primary supervisor as stipulated.
- **Evaluations** – Regular interns and volunteers will be provided the opportunity to review their contributions to the agency with the Administrative Coordinator as requested to include evaluations required by outside sources such as high schools and colleges.

Policy and Procedure

A. At-Will Status

Interns are assigned to TUR for a specific period of time and TUR expects the commitment made to the agency will be fulfilled. However, interns and volunteers of TUR are at will, and either they or TUR may terminate the relationship at any time, with or without cause.

All continued intern/volunteer opportunities are dependent upon the continuation of programs and opportunities for this work.

B. Classifications

Interns – An intern is a High School or College student seeking specific experience to complete educational requirements. Interns must be at least 18 years old, provide 2 references and submit to a criminal background check, and central registry check.

Volunteer –Regular Agency Volunteers must be at least 18 years old, provide 2 references, and complete a criminal background check, and central registry check. Regular volunteers assist with programs, projects and specific events.

Community Service – Those individuals assigned by schools, court, or other program as needing to contribute a specific number of hours to a non-profit.

18 or older	X	X	
References	X	X	
Background check	X	X	
Work w/participants	X	Reg. only	
Projects only			X
Central registry	x	x	

Person(s) doing community service should never be left alone with children or the public.

Interns and volunteers who have exhibited the capacity/diligence to a particular program and who with their direct supervisor have agreed they are capable of overseeing a function of a program will be permitted to manage portions of their role as assigned. This will only happen after a comprehensive 90 day review process, a clean background check, driver's license check and with the proper trainings and certification to deliver a portion of a program. There must be a accompanying written recommendation

from the program coordinator, and written approval from the Administrative Volunteer Coordinator and the Executive Director. This opportunity is only allowed to happen with high functioning, well-trained, well prepared volunteer/interns who under the supervision of the program coordinator exhibit the ability to manage this privilege. This experience will be tied into the goals of the volunteer experience or internship and would be a mutually beneficial opportunity. Anyone acting in this capacity will be expected to contact the “on-call” backup staff in the event of circumstances they feel unable or unprepared to manage.

An application/information sheet must be completed for each and a criminal background check, and central registry forms must be complete for all interns and regular or long term volunteers before they begin working with the public.

Schedules

TUR is open Monday through Friday from 9 am to 5:00 pm with some programs scheduled on different evenings. Interns and volunteers will work out a mutually agreed upon schedule with the Program Coordinator/Administrative Coordinator/ Executive Director for whom they are volunteering and depending on the specific purpose of their work.

Winter Recess:

TUR is closed the week between Christmas and New Years Day.

ELEVEN HOLIDAYS: New Years Day, Martin Luther King Jr. Day, Memorial Day, Fourth of July, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day (Thursday and Friday), Christmas: 12/24 & 25

TUR follows the town of Derry school district school cancellation schedule for its programs. If the schools are closed, our programming will also be cancelled. Website postings as well as WMUR are notified and can be a source of information. At times there may be exceptions made to this general rule, please contact the ED or Administrative Coordinator for clarification if needed.

Intern/Volunteer Retention Practice

If/when issues are identified with respect to a intern/volunteer, or when instances of unacceptable conduct occur, or when for any reason the relationship has become problematic, all efforts will be made to resolve the issue in a confidential and responsible manner with the intent to preserve the relationship. Under the unfortunate circumstance that a resolution is not found, TUR reserves the right to terminate the relationship if deemed necessary.

Confidentiality

TUR and its volunteers/interns have an ethical and legal obligation to respect the privacy of clients, and to protect and maintain the confidentiality of all information learned about clients, their family members and friends in the course of providing services to them.

Client records are legally protected, confidential records and must be treated as such. This means client records maintained by TUR must be kept in locked file cabinets at all times except when they are being

reviewed or supplemented by authorized staff. Client records or case notes should never leave the office.

Client records and client-related business (including the names of clients) should not be discussed with or disclosed with anyone except staff who are specifically authorized under TUR's Confidentiality Policy to have access to such information. As tempting as it may be at times, it is illegal, unethical, and a violation of TUR's Confidentiality Policy for volunteers/interns to discuss client matters with their friends, spouse, relatives, or anyone else, unless ordered to do so by a court or otherwise required to do so by law. If someone is insisting on obtaining information from volunteer/intern about a client, and the client has not authorized the disclosure, this matter should be referred to the Program Coordinator, Administrative Coordinator or Executive Director.

Violations of the Confidentiality Policy are considered very serious, and may result in disciplinary action, up to and including termination of the interns/volunteers relationship with TUR.

Boundaries

In order to provide the highest level of professional family support services to our clients, it is of the utmost importance that we hold to our professional boundaries *while a client is an active participant in our program(s)*. Therefore; TUR policy **prohibits**:

- Volunteers/interns from intentionally establishing a personal relationship with active participants/clients.
- Volunteers/interns sharing detailed, personal information with active participants/clients and
- Volunteers/interns from transporting participants unless
 1. Assigned as part of their volunteer/internship experience.
 2. With appropriate insurance coverage (100,000/300,000)
 3. With supervision from program coordinator for backup plans.

Reporting Abuse or Neglect

Under New Hampshire law, any person who has reason to suspect that a child has been sexually, physically or psychologically abused or neglected is required to report to appropriate agencies of the State the suspected abuse or neglect. The report is to be made immediately upon forming the suspicion of abuse or neglect, and must be followed by a written report within 48 hours.

Similarly, any person who has reason to believe that an incapacitated individual has been subjected to physical abuse, neglect or exploitation, or is living in hazardous conditions, must orally report the suspected abuse, neglect or hazard to the State, immediately. The oral report must be followed immediately by a written report. If it is a weekend or after hours, and the appropriate State office is not open, the report should be made to local law enforcement.

Failure to comply with the above reporting requirements is a misdemeanor under New Hampshire law.

While this legal obligation falls on each intern and volunteer individually, TUR needs to know whenever interns or volunteers come into contact with any situation in which they suspect abuse or neglect of a child or incapacitated adult. In such circumstances, suspicions must be reported immediately to the

Program Coordinator, Administrative Coordinator or the Executive Director. Do not wait until the next business day; they should call their Program Coordinator, Administrative Coordinator or the Executive Director at home if necessary. If the Program Coordinator, Administrative Coordinator or the Executive Director cannot be reached, the matter should be reported immediately to The State of New Hampshire, DCYF at 1-800-894-5533.

Sometimes circumstances arise in which an individual, who is suspicious of abuse or neglect, may not want to report it because the filing of the report may destroy his/her rapport with the family or individuals to which services are being provided. However, failure to file a report of suspected abuse or neglect is a crime, and places both the individual and TUR at risk

Discriminatory Harassment

It is a violation of both federal and state law to harass anyone in the workplace because of their race, age, religion, sex, disability, or national origin. TUR is committed to maintaining a workplace that is free of any such harassment.

If an intern/volunteer believes that he or she has been subject to discriminatory harassment by a staff person, supervisor, volunteer, client, vendor, or by anyone else during the course of their tenure, they are encouraged to report their concerns immediately to the Executive Director or the Board President. Retaliation against an intern or volunteer by any person under TUR's control, for filing a bona fide complaint of discriminatory harassment or for providing information in good faith regarding another employee's or volunteer's complaint, will not be tolerated.

Once a complaint of discriminatory harassment has been filed, an investigation will be conducted. The nature and extent of the investigation will depend upon the complaint; the intent is to obtain further information about the events/conduct complained of, to enable the person(s) named in the complaint to tell their side of the story, to determine whether discriminatory harassment has in fact occurred, and to develop an appropriate resolution. Individuals may be asked to put complaints in writing, or the Coordinator/Administrative Coordinator/Executive Director with whom a person discusses his/her complaint might take notes and ask the complainant to sign them. All interns and volunteers are expected to cooperate with any Upper Room-sponsored investigation of a complaint of discriminatory harassment, upon the request of their Program Coordinator or the Executive Director.

Any intern or volunteer who is determined to have committed discriminatory harassment or retaliation or who fails to cooperate with an Upper Room-sponsored investigation of discriminatory harassment or retaliation will be subject to disciplinary action, up to and including termination.

Sexual Harassment

Sexual harassment is a form of discriminatory harassment and will be treated in accordance with the discriminatory harassment policy outlined above. However, because it is the subject of a great deal of controversy and misunderstanding, it has been defined in further detail here.

Sexual harassment is unwelcome conduct of a sexual nature when:

- (a) Submission to such conduct is made (explicitly or implicitly) a term or

condition of the individual's employment or volunteer work; or

(b) Submission to or rejection of such conduct is used as the basis for employment decisions or volunteers opportunities affecting the individual; or

(c) The conduct has the purpose or effect of unreasonably interfering with the individual's job performance or creating an intimidating, hostile, or offensive working environment.

Examples of some of the kinds of conduct that violate this Sexual Harassment policy include:

1. Sexual assaults, including rape and molestation, and attempts or threats to commit these assaults.
2. Unwanted, intentional contact of a sexual nature, such as touching, pinching, patting, grabbing, kissing, brushing against or poking a person's body;
3. Unwanted sexual advances, propositions or comments, including sexually oriented gestures, jokes or comments about a person's sexuality or sexual experience;
4. Preferential treatment or the promise of preferential treatment to an employee for engaging in sexual conduct;
5. Displaying or publicizing pictures, posters, reading materials, calendars, objects, etc. that is sexually suggestive, sexually demeaning or pornographic;
6. Disciplining or retaliating against an employee in any way because he or she has resisted reported or complained about sexual harassment.

If interns or volunteers feel they have been sexually harassed during the course of their internship, or volunteer time; or if they believe they have witnessed another intern or volunteer being sexually harassed, they should report their concerns immediately to their Program Coordinator/Administrative Coordinator or the Executive Director.

Smoking Policy

No smoking will be allowed in or on the premises at any time. This policy applies equally to all staff, interns, volunteers, those doing community service and visitors.

Drug Free Workplace

TUR is committed to the well being of its interns, volunteers; to the safety of the workplace, and to provision of high-quality services to its clients. For all of these reasons, TUR cannot tolerate the unlawful possession, use, manufacture, distribution, or dispensation of controlled substances in the workplace or during work time. Moreover, interns and volunteers must come to work free from the influence of alcohol, illegal drugs, and unlawfully used prescription medications.

If interns or volunteers suffer from a substance-abuse problem and wish to seek help, they are encouraged to see the Executive Director; TUR publishes a resource guide with help-lines and assistance programs listed.

Any intern or volunteer who violates this Drug Free Workplace Policy will be subject to disciplinary action, up to and including dismissal. Legal consequences may follow, as well.

ACKNOWLEDGMENT

I have received a copy of The Upper Room, A Family Resource Center's Intern/Volunteer Handbook. I have reviewed it and had the opportunity to ask my coordinator questions about it. I understand the policies described in the Handbook and agree to abide by them.

I understand that this Handbook does not represent a contract, but rather serves as a guideline for my internship/volunteering for the agency. I acknowledge that no representative of TUR has promised me an internship/volunteer opportunity for any definite period of time and that no one is authorized to make such promises to me unless they are in writing and signed by the Executive Director. I understand that as an intern/volunteer of TUR I am at-will, meaning that either TUR or I may terminate my relationship at any time, with or without cause.

I understand that this Intern/Volunteer Handbook, and the policies and benefits described in it, may be changed from time to time, with or without advance notice, at TUR's discretion.

Signed: _____

Please Print Name: _____

Date: _____

Appendix

- 1. Organizational Chart**
- 2. Dress Code**
- 3. Emergency Preparedness**
- 4. Intern/Volunteer Immunity Law**
- 5. Intern/Volunteer Liability Waiver Form**
- 6. Confidentiality Agreement**
- 7. Emergency Contact Form**
- 8. Orientation Check List**