

Ending homelessness by restoring lives.

VOLUNTEER POLICY HANDBOOK 2011-2012



TABLE OF CONTENTS

WELCOME

MISSION

VISION

DUPAGE PADS: WHO WE ARE

VOLUNTEER PHILOSOPHY

DUPAGE PADS VOLUNTEER PROFILE

VOLUNTEER OPPORTUNITIES

VOLUNTEER FEEDBACK

VOLUNTEER POLICY STATEMENTS

YOUTH VOLUNTEERS

CONFIDENTIALITY

VOLUNTEER ENGAGEMENT

VOLUNTEER CONDUCT

HARASSMENT AND DISCRIMINATION

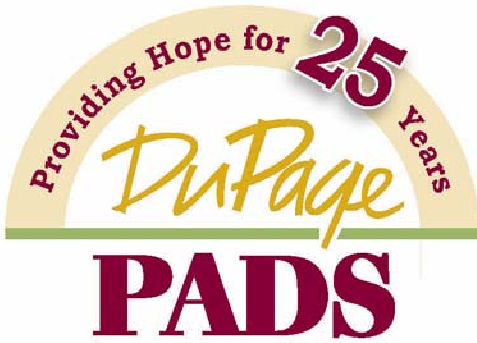
GRIEVANCES

CONFLICT OF INTEREST

LOCATION AND HOURS OF OPERATION

CONTACT INFORMATION

INTERIM (OVERNIGHT) HOUSING SITES



Ending homelessness by restoring lives.

WELCOME

Dear Volunteers,

Welcome to DuPage PADS. Thank you for stepping forward to partner with us in our mission to end homelessness in DuPage County.

Volunteers are critical to the delivery of the day-to-day programs and services we offer our participants. We recognize that your time is valuable and we appreciate that you have chosen to share your time and talents with DuPage PADS.

By volunteering with DuPage PADS, you help restore dignity to individuals in your community.

Sincerely,

A handwritten signature in black ink that reads "Carol".

Carol Simler
Executive Director



MISSION

DuPage PADS is committed to ending homelessness in DuPage County.

VISION

- DuPage PADS will be the non-profit leader in providing housing solutions coupled with support and employment services to assist people in DuPage County who are homeless and in crisis to rebuild their lives toward sustainable self-sufficiency.
- DuPage PADS will be the country's suburban model for providing interim (overnight) and permanent housing with support and employment services for people who are homeless in a setting that encourages accountability and promotes independence.
- DuPage PADS will raise community awareness about, and advocate for the needs of men, women and children who are homeless in DuPage County.

DUPAGE PADS: WHO WE ARE

DuPage PADS, founded in 1985, is the only organization in DuPage County working exclusively to end homelessness. DuPage PADS has the solution to end homelessness in our communities: provide housing, combined with life skills and employment services, to help people establish and maintain self sufficiency.

DuPage PADS offers hope and possibility for men, women, and children experiencing the crisis of being without a home. We acknowledge that being homeless does not define the individuals and families in our programs. Our success is easy to track: we are successful when a participant has a job and a place to call home and is able to contribute to society and the community in which he/she lives.

VOLUNTEER PHILOSOPHY

The DuPage PADS mission necessitates a sincere, ongoing commitment to men, women, and children who are homeless in DuPage County. This commitment is best accomplished through an active partnership among staff, participants, volunteers, and community.

DuPage PADS believes that:

- A strong volunteer force is key to the success of our programs and mission. A volunteer's time, talents, and efforts are special gifts that are to be appreciated, respected, recognized, and never taken for granted.
- Every volunteer is entitled to meaningful work to do and the orientation, training, and supervision to complete their tasks in accordance with our mission.
- Volunteers are responsible for the quality of their work; for exhibiting professional conduct while volunteering; and for meeting their commitment to the DuPage PADS mission, staff, participants, and other volunteers.
- Volunteers provide DuPage PADS with credibility, insight, perspective, diversity, and expertise that strengthen our programs and help to fulfill our mission while forming invaluable community partnerships.

Volunteers have the right to:

- Be assigned a position that is worthwhile and challenging.
- Be provided with a clear and accurate description of their job responsibilities.
- Receive the orientation, training, and supervision necessary to do their work well.
- Feel that their efforts have real purpose and contribute to the mission of DuPage PADS.
- Receive feedback and evaluation on their performance.
- Be treated with respect within the organization and recognized for their efforts.
- Work in a safe and comfortable environment.
- Receive information regarding volunteer opportunities, including volunteer leadership roles available within the agency structure.

Volunteers have the responsibility to:

- Complete a volunteer application and confidentiality agreement.
- Follow DuPage PADS policies and procedures.
- Treat all staff, participants, and fellow volunteers with dignity and respect.
- Meet time commitments and perform volunteer work to the best of their ability.
- Inform staff of any problems, concerns, or suggestions regarding their volunteer work.

DUPAGE PADS VOLUNTEER PROFILE

A DuPage PADS volunteer is someone who:

- Partners with DuPage PADS in its mission to end homelessness by performing a task at the direction of and on behalf of DuPage PADS without compensation or expectation of compensation beyond reimbursement.
- Is officially engaged by DuPage PADS following submission of a volunteer application to the Volunteer Coordinator or person supervising a volunteer activity prior to performing any volunteer service with DuPage PADS.
- Represents DuPage PADS while performing volunteer duties in a professional manner including dress; language; and interaction with staff, participants, other volunteers, and the community.

VOLUNTEER OPPORTUNITIES

DuPage PADS welcomes and encourages all volunteers to carefully review our volunteer opportunities and to choose an option that best suits their skills, interests, and availability. A complete list of volunteer opportunities is available on our Web site at www.dupagepads.org or by calling the Volunteer Coordinator at 630-682-8567 x350. Volunteers are needed to expand and strengthen agency program offerings, committee efforts, and volunteer leadership roles.

VOLUNTEER FEEDBACK

Volunteer feedback is encouraged and welcomed. Quarterly surveys are sent out to registered volunteers who provide us with an email address. Hard copies of these surveys are available by contacting the Volunteer Coordinator at 630-682-8567 x350. Volunteers may contact their staff supervisors or the Volunteer Coordinator at any time to discuss issues or concerns that they have regarding their volunteer experience.

VOLUNTEER POLICY STATEMENTS

The volunteer policy statements outlined in this handbook are designed to establish values, beliefs, and guidelines for volunteer involvement with DuPage PADS. These policy statements were developed to clarify responsibilities and define lines of communication and accountability. The *Volunteer Policy Handbook 2011-2012* supersedes all previous volunteer handbooks.

YOUTH VOLUNTEERS

DuPage PADS values the work of volunteers between the ages of 12 and 17 while reserving the right to limit their volunteer work. We strongly encourage volunteers between the ages of 12 and 17 to volunteer for our special events and donation drives. Specific roles for youth volunteers will be established for each program area. A Youth Policy form must be signed by the parent/legal guardian of every volunteer under the age of 18 who is volunteering at an Interim (overnight) Housing site. Volunteers under the age of 12 are further limited to donation drives.

CONFIDENTIALITY

Privacy is a protection that staff and volunteers provide for the people we serve. For the purposes of this handbook and all communications with DuPage PADS volunteers, confidentiality is defined as being entrusted with the private information of another – either through access to confidential paperwork or through speaking with staff, participants, or other volunteers – and the commitment to keep that information private.

DuPage PADS honors the privacy of our participants, volunteers, and staff and believes that strict confidentiality is essential to carrying out our mission. In an effort to ensure that the confidentiality of all our participants, staff, and volunteers is respected and maintained, we ask that all volunteers:

- Refrain from disclosing, divulging, or making accessible any confidential information belonging to or obtained through their affiliation with DuPage PADS to any person, including relatives, friends, and business and professional associates, other than persons who have a legitimate need for such information and to whom DuPage PADS has authorized disclosure.
- Exercise good judgment and care at all times to avoid unauthorized or improper disclosures of confidential information.
- Sign the DuPage PADS Volunteer Memorandum of Understanding prior to volunteering with our agency.

VOLUNTEER ENGAGEMENT

DuPage PADS is committed to providing a positive volunteer experience for all persons committed to working toward our mission of ending homelessness in DuPage County.

- Volunteers will be engaged without regard to race, color, religion, gender, national origin, age, sexual orientation, or physical or mental handicap. If a volunteer is unable to perform the physical duties of a volunteer activity, every attempt will be made to engage that volunteer in an alternate activity. We reserve the right to set minimum age requirements.
- Prospective volunteers are asked to complete a volunteer application that is available on our Web site, www.dupagepads.org, or by calling the Volunteer Coordinator at 630-682-8567 x350
- Every effort will be made to place prospective volunteers in their preferred volunteer assignments when an opening arises. However, we reserve the right to decline a prospective volunteer's offer to volunteer.
- Training and supervision will be provided by the staff person with whom the volunteer will be working. Some volunteer positions may provide training "on the job."
- A log is available at each location for volunteers to sign in and out. Accurate records of volunteer hours are extremely important to leverage dollars for current and potential funding sources.
- Volunteers are asked to provide at least 24-hour notice to their staff or volunteer supervisor when they will be unable to perform their volunteer service.

VOLUNTEER CONDUCT

DuPage PADS is committed to providing a safe and comfortable work environment for all persons committed to working toward our mission of ending homelessness in DuPage County. In an effort to ensure that we keep this commitment, we ask all volunteers to:

- Use good judgment in wearing appropriate clothing while volunteering.
- Refrain from the use of drugs and alcohol immediately prior to or during the performance of volunteer service.
- Refrain from smoking in all DuPage PADS facilities and all events sponsored by DuPage PADS, in accordance with Illinois state law.
- Refrain from speaking to the media on behalf of DuPage PADS or presenting themselves to the media as a PADS volunteer without prior approval from the Executive Director.
- Refer all media requests to the Executive Director.
- Refrain from using affiliation with DuPage PADS in connection with business matters, partisan politics, religious matters, or community issues contrary to positions taken by DuPage PADS.
- Maintain a professional relationship of mutual respect with staff, volunteers, and participants.

In addition, volunteers are asked not to:

- Give out their last name, phone number, or other personal identification to participants.
- Transport participants in personal vehicles.
- Lend money to participants or borrow money from participants.
- Buy items from participants or sell items to participants.
- Give gifts to individual participants.
- Hold money for participants.
- Engage in any non-professional relationship with a participant in or outside of DuPage PADS facilities.
- Pay participants to perform work in or outside of DuPage PADS facilities without the approval of the DuPage PADS Employment Coordinator.

HARASSMENT AND DISCRIMINATION

DuPage PADS is firmly committed to providing a positive work environment free of harassment, discrimination, and bias. Each volunteer is personally responsible for maintaining such a work environment. DuPage PADS prohibits any actions, words, jokes, or comments based on an individual's race, sex, sexual preference, ethnic background, age, religion, physical condition, or other legally protected characteristic.

Any volunteer who believes he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that his or her behavior is unwelcome. In addition, volunteers who believe they have been harassed should report the incident to a staff member or the Executive Director.

GRIEVANCES

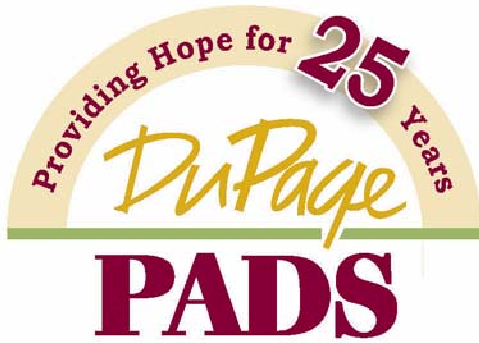
Our goal is to provide a positive experience to all volunteers within DuPage PADS. We realize that occasionally an issue may arise that requires the attention of DuPage staff or directors. These issues might involve the volunteer policies and procedures. We have designed our Grievance Policy to provide the process whereby an individual can communicate an issue or concern for review and resolution. Please help us by adhering to the following guidelines:

1. Please communicate your issue to your immediate staff/volunteer supervisor.
2. If the issue is not resolved after communicating your concern to your immediate staff/volunteer supervisor, or if the issue involves that person, please contact Director of Programs at (630) 682-3846 x241.

If any volunteer reasonably believes that some policy, practice, or activity of DuPage PADS is in violation of the law, a written complaint may be filed by that volunteer with the DuPage PADS Executive Director.

CONFLICT OF INTEREST

A conflict may exist when the concerns of an interested party may be seen as competing with the interests or concerns of DuPage PADS. A volunteer who has been granted significant independent decision-making authority with respect to financial or other resources of the organization is covered under our Conflict of Interest Policy and may be asked to sign a Conflict of Interest Statement.



Ending homelessness by restoring lives.

LOCATION AND HOURS OF OPERATION

LOCATION	HOURS OF OPERATION	PHONE
Administrative Office 601 W. Liberty Avenue Wheaton, IL 60187	8:30 a.m.-5:00 p.m. Monday thru Friday	630-682-3846
Employment & Education Center 705 W. Liberty Avenue Wheaton, IL 60187	7:30 a.m.-3:00 p.m. Monday, Tuesday, Wednesday and Friday 7:30 a.m.-1:00 p.m. Thursday	630-682-8567
Daytime Support Center 703 W. Liberty Avenue Wheaton, IL 60187	7:30 a.m.-3:00 p.m. Monday, Tuesday, Wednesday and Friday 7:30 a.m.-1:00 p.m. Thursday	630-682-8567

CONTACT INFORMATION

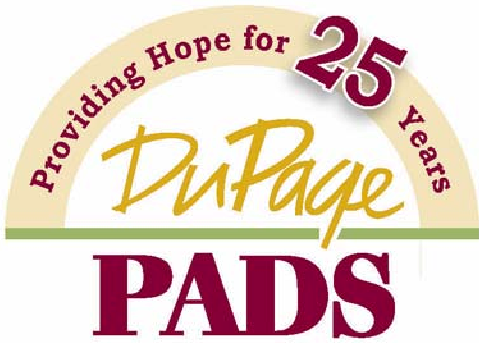
NAME, POSITION	PHONE	EMAIL
Carol Simler, Executive Director	630-682-3846 x 231	csimler@dupagepads.org
Janelle Barcelona, Director of Development	630-682-3846 x 222	jbarcelona@dupagepads.org
Beth Epstein, Director of Programs	630-682-3846 x 241	bepstein@dupagepads.org
Anne O'Dell, Volunteer Coordinator	630-682-3846 x 234	aodell@dupagepads.org

INTERIM (OVERNIGHT) HOUSING SITES

An Interim (overnight) Housing site calendar is available on our Web site, www.dupagepads.org, or at our administrative office.

Thank you for reading this handbook. Please sign the attached acknowledgement form.





Ending homelessness by restoring lives.

**VOLUNTEER
ACKNOWLEDGEMENT
FORM 2011-2012**

Please signing you have acknowledged that you have read the volunteer policy handbook 2011-2012.

I, (please print) _____, agree to adhere to all of the above stated policies. I acknowledge that a violation of any of these policies may result in being asked to not return as a volunteer.

Name: _____

Address: _____ City _____ Zip _____

Phone: _____ Email: _____

Signature: _____ Date: _____

Interim (Overnight) Housing Volunteers

Congregation/Support Group: _____ Site location: _____

