



Volunteer Policy and Procedure Handbook

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New Vision Youth Services, Inc. Proprietary Data



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INTRODUCTION

Welcome to the New Vision Youth Services, Inc. (NVYS) Volunteer Program! We appreciate and value your contribution of time, talent, energy, and enthusiasm to help us connect vulnerable youth to resources as they transition into adulthood.

The purpose of this handbook is to guide you in your volunteer or intern experience with NVYS. While the content is intended to inform you of your responsibilities as a volunteer or intern, it is also intended to be a reference tool to be utilized at your convenience should you have any questions during your service with NVYS. The content and materials in this guide may be modified at any time to provide you with the most updated information available.

Our Story

NVYS is a nonprofit organization founded in Chesapeake, Virginia by Clara and Lawrence Wilson in 2009. Clara's passion for helping people developed from her experience of teaching life skills to foster care youth that were in and aging-out of the foster care system without family support. Since opening its doors, NVYS has forged partnerships with the local business community, media, school districts, and other youth-serving organizations in the community. Over the years, the organization provided services to over 500 disadvantaged youth and young adults. NVYS has been a direct link to many organizations, social workers, and companies seeking resources for youth in various distressful situations.

Prevention

According to the Department of Justice, more than 100,000 children are sex trafficked in the United States every year¹. Virginia is ranked number 5 in national reports of sex trafficking. Foster care youth and alumni are highly susceptible to being forced into human trafficking. In fact, "more than half of the children being traded for sex come from foster care"². Currently in Virginia, 1 in 5 foster care youth who age-out of care become homeless and are susceptible to sex trafficking. According to the Administration for Children and Families, "traffickers target those who have an unstable life,

¹ Burns, J. (2015, January 22). Virginia lawmakers look to 'close the gap' with human trafficking. Retrieved April 10, 2015, from <http://wtnv.com/2015/01/21/virginia-lawmakers-look-to-close-the-gap-with-human-trafficking>

² Craig, C. (2013, October 23). Protect foster children from sex trafficking: Column. Retrieved April 8, 2015, from <http://www.usatoday.com/story/opinion/2013/10/23/children-sex-trade-foster-care-column/3153537/>



have been abused, neglected or exploited already”³. It is our mission to empower foster care youth to provide them with the resources needed to combat and reduce sex trafficking statistics.

Our Efforts

We are strong advocates against online predators who seek to recruit and exploit vulnerable youth. We are partnered with human-trafficking prevention agencies, community organizations, and groups to provide child trafficking training and awareness.

We are currently advocating for bills that promote change within the foster care system. Many foster care youth who age-out are at a higher risk of becoming homeless. Homeless foster care youth are more vulnerable to being recruited/forced into sex-trafficking. Therefore, it is our goal to advocate for legislation that will allow youth to re-enter the system, obtain stable housing, and reduce statistics.

³ Rollins, R. (2014, August 2). Foster Care and Human Trafficking & A Parent’s Perspective. Retrieved April 8, 2015, from <http://www.acf.hhs.gov/blog/2014/08/foster-care-and-human-trafficking-a-parents-perspective>



POLICIES AND PROCEDURES

Confidentiality

Information relating to the activities of NVYS or its affiliates is confidential and protected from improper use or disclosure under state and federal law. We value and respect your confidentiality as a volunteer or intern. We will never disclose, sell, or distribute your information. Volunteers or interns who disclose confidential information regarding customers, clients, co-volunteers, or employees of NVYS are subject to disciplinary action, up to and including dismissal.

Public Relations

While NVYS is happy to obtain the names of potential media contacts volunteers or interns may know, it is imperative that all public relations efforts and activities be initiated and coordinated through the Public Relations (PR) Representative. NVYS has a designated person who is responsible for speaking with the press and making written and oral statements for publication. Any request for information or interviews by the media should be referred to the PR Representative or the NVYS Founder.

The New Vision Youth Services, Inc. Logo

Special permission is required to use the NVYS logo. You must have approval from NVYS prior to using the logo for any reason. The logo is protected and trademarked property of NVYS.

Fundraising

NVYS requires you to request permission from the NVYS Executive Director before raising funds for the organization in any way. You may not fundraise or request donations on behalf of NVYS without consent to do so. We appreciate your ideas and suggestions and would be more than willing to consider them.

Representation

Volunteers and interns may not make personal recommendations or solicit clients for their own business or agency. When speaking with the public, volunteers and interns agree to support all NVYS policies and to refrain from voicing personal views that may differ from said policies. When representing NVYS, volunteers and interns agree they will not attempt to influence



legislation, participate, or intervene in any political campaign on behalf of any candidate for public office.

Age Requirements

NVYS wants to engage and inspire volunteerism for everyone interested in helping the organization build foster care youth a path to adulthood. For safety purposes, our minimum age for junior volunteers is ten years old. Junior volunteers are required to have signed permission of a parent or legal guardian and may only volunteer when an adult (parent, adult family member, or group leader) is present. Levels of responsibility and variety of duties may increase over time with proven commitment, maturity, and responsibility. Specific volunteer opportunities are available for families and children. Fourteen year-olds may volunteer without the supervision of a family member, but a parent or legal guardian must sign the volunteer release and agreement to give permission prior to placement in a volunteer position. See pages 15-16.

Supervision of Junior Volunteers

It is the responsibility as a parent, legal guardian, or group leader to supervise junior volunteers at all times. A volunteer agreement and release must be signed by all adults for the junior volunteer prior to volunteering with the NVYS Program.



VOLUNTEERS

Equal Volunteer Opportunity Program

NVYS offers equal consideration of an applicant's volunteer interests and available volunteer opportunities. We do not discriminate on basis of age, race, ethnicity, sexual orientation, religion, or any other federally protected class.

Volunteer Protection Act

The Volunteer Protection Act of 1997 provides immunity from lawsuits filed against a nonprofit's volunteer where the claim is that he or she carelessly injured another in the course of helping the nonprofit. The Volunteer Protection Act is similar to the Good Samaritan Act. A copy of this form can be found in Releases section (pages 15-16). You will also be given a volunteer position description detailing the scope of your responsibilities.

Orientation

All volunteers will receive an orientation to NVYS' program. The orientation for one-time event volunteers will start 30 minutes before the scheduled event. Any ongoing volunteers may be scheduled for a group session or one-on-one training as needed. Any paperwork needed to be completed will be done prior to the start of your volunteer assignment.

Training

All volunteers will receive a volunteer position description regardless of your length of service with NVYS. Any specific training required may be done onsite prior to the event, or may require additional attendance. We may offer ongoing educational and training opportunities that may be beneficial to you during your service to NVYS.

Attendance

We rely heavily on our scheduled volunteers. Volunteering helps us build a path to mentor "at-risk" youth by obtaining resources for the youth and families we serve. Please keep the Program Coordinator's phone number readily accessible and notify the Program Coordinator prior to your schedule shift or event. We understand that circumstances may arise which interfere with a volunteer's ability to fulfill their scheduled commitment.



Dress Code

In an office space setting or meeting place, please wear business casual attire. If at a special event, where T-shirts are provided, we request you wear them for the duration of the event. If you have any questions about appropriate attire, please ask the Program Coordinator or the Executive Director. For the Internship Dress Code, please see page 10.

Social Media

NVYS has an active presence on social media outlets to promote our work to the community. All volunteers are encouraged to follow, like and promote our social media pages, which include Facebook, Instagram and Twitter. Links for these outlets are listed below:

- <http://facebook.com/1newvision>
- http://twitter.com/NVYS_Inc
- http://instagram.com/newvisionyouthservices_inc

Supervision

All NVYS volunteers will report directly to the Program Coordinator or New Vision staff. Should you have any questions, comments, or suggestions please feel free to bring them to our attention at any time.

Volunteer Sign-In Sheets

Your time is very valuable to NVYS. It is imperative that we track and document the hours you donate to us. At each event you will be required to sign in and out. If there is not a sign-in sheet at your event, please make the Program Coordinator aware of this immediately. If you are an ongoing volunteer, we ask that you log your daily hours in the volunteer time log book. Volunteer hours can be used for recognition, grant writing, tax, and insurance purposes.



Recognition

NVYS appreciates and values the contributions of all volunteers. Volunteers will be invited to participate in our annual recognition event to be held in April during National Volunteer Appreciation Week. At times we may nominate our volunteers for recognition via the Virginia Mentoring Organization in Richmond, VA. Volunteers who demonstrate exceptional merit should be referred to the Program Coordinator. Individualized recognition will be made as appropriate. This could be in the form of a letter, certificate of appreciation, thank you card, lapel pin, or any other item of appreciation deemed appropriate.



INTERNSHIP PROGRAM

Guidelines

NVYS provides an opportunity for active, returning, or new volunteers, who are interested in furthering their dedication and knowledge in the organization. Interns will work closely with a Program Coordinator or Volunteer Coordinator for the duration of their internship. NVYS provides an unpaid internship opportunity for students to grow in their professional development. Interns will be responsible for various tasks which could include administrative tasks, teamwork assignments, and fundraising projects.

College Credit

Interns will be responsible for consulting with their university or college institution in order for hours worked to be considered for college credit. Also, interns must provide sufficient documentation of approval as needed. All assigned work, research, and project(s) must be turned in to NVYS at the end of your term to be used by future interns.

Dress Code

The proper dress code must be professional or business casual. Inappropriate clothing includes but is not limited to t-shirts, shorts and/or cut offs, revealing and/or form fitting clothing. If you have any questions about the appropriate attire, please ask your Program or Volunteer Coordinator.

Weekly Reports & Attendance

Interns are responsible for completing a Weekly Report and submitting it to the Volunteer Coordinator. Weekly Reports must be turned in at the end of the week for review. Failure to complete, or turn in a Weekly Report, could result in dismissal from the Internship Program.

Interns are required to arrive on time. If you are unable to work your scheduled shift due to illness or an emergency, call or email the office in advance so further arrangements can be made. If you must leave early for any reason, please notify your Program or Volunteer Coordinator as soon as possible. Interns must document their hours worked in a written log for the Volunteer Coordinator to view at the end of the week.



Evaluation Process

After completion of the Internship Program, a formal evaluation form is provided for the intern to complete. The formal evaluation will be rated with common employable skills ranging from attendance, communication (verbal and written), and problem solving/critical thinking.

Exit Interview

Exit interviews are mandatory for all interns. The Internship or Volunteer Coordinator will conduct an interview and will provide feedback about the program and intern's evaluation.



CODE OF CONDUCT

While volunteering for NVYS, we expect you to conduct yourselves with common courtesy to others at all times. We want all of our volunteers to have a positive experience. If at any time you are seen or believed to be engaging in the following, you will be dismissed from your volunteer/internship assignment immediately. These include:

- Bringing a weapon, knife/gun or anything constructed to be a weapon at any event, sponsored location or assigned volunteer site
- Arriving to your volunteer assignment intoxicated or perceived to have been engaging in any drug/alcohol use prior to your assignment
- The use of cigarettes by a minor or the sale or distribution of cigarettes by an adult to a minor
- Verbal abuse or name-calling towards anyone
- Any form of sexual harassment
- Any intentional physical harm caused by you towards anyone
- Any theft or removal of NVYS' property without permission
- Any intentional damage or destruction of NVYS' property

Drug-Free Volunteer and Intern Policy

NVYS maintains a drug-free workplace within the volunteer and intern environment in accordance with the provisions of the Virginia Drug-Free Workplace Act of 1990. NVYS strictly prohibits the unlawful manufacture, distribution, dispensation, possession, or use of any controlled substance in the volunteer and intern environment.

Sexual Harassment

Sexual comments can be offensive and distasteful whether it's in the form of a joke, comment, picture, or any kind of printed or reproduced article. You are required to comply with the law at all times while representing NVYS in any capacity.

Grievances

If a volunteer has any problems or concerns related to his/her volunteer and intern position, or to other New Vision Youth Services, Inc. employees, volunteers or interns, he/she should speak with the Program Coordinator. NVYS will make every attempt to address the concern. If you are not comfortable speaking with the Program Coordinator, you may bring your concerns to the NVYS Founder.



Change of address, email or phone

If your address or contact information should change at any time please let the Program Coordinator know as soon as possible. We have Change of Address forms available online or in the Program Coordinator's office.

Communication

In an attempt to keep NVYS volunteers and interns informed and updated on any changes to the volunteer or internship program, an E-Newsletter through Facebook will be emailed quarterly and available online. If you would like to make any comments or suggestions regarding the volunteer or internship program, a suggestion box is located in the Program Coordinator's office.

Incident Reporting

Any incident in which you may be harmed or injured should be immediately reported to the Program Coordinator. An Incident Report should be completed including all of the incident information. These forms are available from the Program Coordinator.



FELONY CONVICTIONS

Any volunteer applying for an opportunity with New Vision Youth Services, Inc. who has been convicted of a Class 1, 2 or 3 felony will be considered on a case-by-case basis. Any felonies that involved any type of physical harm to others or animals will not be considered for the New Vision Youth Services, Inc. program.

The term felony refers to a serious offense or crime committed by a felon or a convicted person. There are several felony classes and they often vary according to territories. In the United States, every state has its own felony classes defined by an independent law-enacting body. Some identify these felony classes as class 1 felony, class 2 felony, class 3 felony, class 4 felony, and misdemeanors.

Class 1 or Class A felonies typically include crimes such as murder, kidnapping and voluntary manslaughter. These crimes are punishable by capital penalty or life imprisonment, along with fines that amount between \$20,000 US Dollars (USD) up to \$100,000 (USD.) Classes 2 and 3 or Class B crimes include rape, manslaughter, homicide, robbery, arson, and kidnapping with two to 20 years in jail. The range of fine for these felony classes is often from \$15,000 USD to \$100,000 USD.

Classes 4 and 5 or Class C felonies involve larceny or theft, battery, and extortion. These are usually penalized with one to 20 years in prison, plus fines of \$2,500 USD to \$10,000 USD. Class 5 or class D felonies often include crimes such as robbery and assault, with one to five years of jail time, plus fines of \$2,500 USD to \$5,000 USD.

A misdemeanor is a less serious offense than a felony.



RELEASES

Volunteer Release

I agree to release, discharge, indemnify, and hold New Vision Youth Services, Inc. (NVYS) and Board Members harmless for any and all damages to me or my personal property while performing my volunteer services to NVYS in a voluntary capacity.

I recognize that while performing my volunteer services in a voluntary capacity, there exists a risk of injury including personal physical harm. On behalf of myself, my heirs, personal representatives and executors, I hereby release, discharge, indemnify and hold harmless NVYS, its agents, servants and employees from any and all claims, causes of action or demands of any nature or cause connected with my Volunteer Agreement.

This might include costs and attorney's fees and court costs incurred by NVYS in connection with my volunteer services based on damages or injuries which may be incurred or sustained by me in any way. Such damages or injuries might include, but are not limited to accidents, injuries and personal property damage.

I understand public relations are an important part of volunteering with the NVYS program. I therefore agree on behalf of my heirs, personal representatives and executors to allow NVYS to use any photographs taken of me for use in public relations efforts. NVYS will use reasonable efforts to notify me, but such notification is not a condition of the photograph's release for public relations purposes.

Printed Name

Signature and Date

PARENT OR LEGAL GUARDIAN (OF VOLUNTEERS UNDER 18 YEARS OF AGE)
As a parent or legal guardian of the above named volunteer, I hereby give my consent to allow my child (ward) to volunteer services for New Vision Youth Services, Inc. as described within this volunteer handbook. I have read this volunteer handbook and fully understand its terms and conditions, paying special attention to the release section herein.

Signature of Parent or legal guardian (If child is under the age of 18) and Date

Program Coordinator Signature and Date

This document includes data that shall not be disclosed outside of New Vision Youth Services, Inc. and shall not be duplicated, used, or disclosed in whole or in part without the permission of the President of New Vision Youth Services, Inc.

**Please sign and return to the Executive Director New Vision Youth Services, Inc. Volunteer Handbook.*



Volunteer Receipt and Acceptance

I hereby acknowledge receipt of the New Vision Youth Services, Inc. (NVYS) Volunteer Handbook. I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the Volunteer Handbook is not an employment contract. Therefore, I acknowledge and understand that unless I have a written employment agreement with NVYS that provides otherwise, I have the right to resign from my volunteering commitment with NVYS at any time with or without notice and with or without cause and that the NVYS reserves the right to terminate my volunteer activities for any lawful reason.

I have read, understand and agree to all of the above. I have also read and understand the NVYS Volunteer Handbook. I agree to return the Volunteer Handbook upon termination of my volunteering service.

Signature: _____

Print Name: _____

Date: _____

Confidentiality Policy and Pledge

Any information a volunteer learns about New Vision Youth Services, Inc., its members or donors that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by NVYS or to other persons volunteering or employed by NVYS who do not need to know such information to assist in rendering services.

The disclosure, distribution, electronic transmission or copying of New Vision Youth Services, confidential information is prohibited. Any employee or volunteer who discloses confidential NVYS information will be subject to disciplinary action (including possible separation), even if he or she does not actually benefit from the disclosure of such information.

I understand the above policy and pledge not to disclose confidential information.

Signature: _____

Print Name: _____

Date: _____