



# CFC Volunteer Handbook



**Christian  
Family Care**



Welcome new volunteer!

It is a pleasure to have you as a new member of the Christian Family Care (CFC) volunteer team. We trust your volunteer experience and the time you give will provide a fulfilling experience for you, while adding value and efficiency to the ministry of CFC and the children and families we serve.

Christian Family Care strongly believes in the importance of incorporating volunteers into our programs and agency. Volunteers assist in building organizational strength by helping to grow and enhance our programs. They provide the extra hands that enable us to do more with the resources God has provided for CFC and reach more children and families that we might not be able to reach otherwise.

We recognize each of our volunteers have unique gifts and talents. There are many opportunities to get involved in the ministry of CFC. Our desire is to establish open communication with our volunteers and interns in order to work together to create a meaningful experience while utilizing your specific gifting to enrich and further the work of CFC.

Our hope for this handbook is it will answer your questions about our practices and policies. The purpose of providing you with this handbook is to familiarize you with the policies that guide your volunteer activities during your service to CFC. This handbook supersedes and replaces any previously published volunteer handbook.

Best wishes to you as you begin volunteering with Christian Family Care. It is a blessing to have you join the team!

Sincerely,

Mark Upton  
President

Howard Saccoliti  
Volunteer/Intern Program



## **Who is Christian Family Care?**

Founded in 1982, Christian Family Care is a private nonprofit, 501(c)(3) social services agency that provides: Adoption, Foster Care, Pregnancy Counseling, and Child & Family Counseling programs focused on meeting the needs of children and families in Arizona.

CFC's fundamental belief is, a nurturing family is vital to every child's success. Hundreds of children that have come to CFC in crisis situations are now part of loving and caring families.

Christian Family Care is licensed by the State of Arizona and accredited by the Council on Accreditation (COA). We have offices in Phoenix and Tucson, as well as Thrift Stores in each city.

## **Vision**

We envision a future in which every child is loved and nurtured in a Christ-centered family.

## **Mission**

Strengthening families and serving at-risk children in the name of Jesus Christ.

## **Christ-Focused Statement of Values**

### **Committed to Compassion**

CFC is guided by the biblical principle of compassion for others and demonstrates this in the care and concern we show for all children, families, co-workers, volunteers, and interns.

### **Committed to Integrity**

CFC is committed to continuous quality improvement, professional and financial excellence, ethical development practices, and careful stewardship of the resources entrusted to the Agency.



## **Committed to Community**

CFC is committed to embracing, transforming, and improving the diverse communities we serve through staff, board members, and volunteers, who demonstrate awareness and sensitivity leading to proactive involvement.

## **STATEMENT OF FAITH (NAE)**

**Purpose:** *To enable any reader, of any or no denominational background, to understand what we believe. Scripture references are provided as an aid to deeper understanding.*

*II Timothy 3:16*

We believe God revealed Himself in the Bible, both Old and New Testaments. He inspired human beings to write His Words, and those Writings (the Bible, the 66 books of the Old and New Testaments) are the only authority for what we believe (our faith) and for how we live (our morality).

*John 1:1-3*

*John 3:34-35*

*John 14:26*

We believe in one God, the creator of heaven and earth. We believe He always was and always will be. We believe He exists in three divine persons, the Father, the Son, and the Holy Spirit.

*Luke 1:26-38*

*Matthew 22:36-40*

*Deuteronomy 6:4-*

*9*

*John 15:12*

We believe the Son of God became a man and was born on earth of Mary, a virgin. He had no human father, but was conceived through the power of the Holy Spirit. The Son of God, Jesus Christ, is fully God and fully man. He lived on earth and taught us about God's powerful love for us, and about the need for us to turn from our sins, to love God and one another.

*John 3:16-18*

*John 19*

*Romans 5:8-11*

We believe Jesus died on a cross for us, and that the only way to Heaven is through believing in Him. Because Jesus shed His Blood for us, we are justified before God and are able to spend eternity with Him in Heaven. In addition, His Word calls us to live this life as He taught us.

*John 20:1-10*

*Mark 16:19*

We believe that after being killed by men, He rose bodily from the dead to live again. After another brief period on earth, He ascended bodily to Heaven where He remains to this day with His Father. We believe at an unknown time in the future, He will return to Earth. On this return His power and glory will be recognized by everyone. He will judge all people who have ever lived, separating the good from the evil and rewarding them with Heaven or Hell, where they will stay forever.

*Matthew 25:31-46*

We believe that every human person must make Jesus the center, the standard, the reference point of his/her daily life. Each person must have his/her own awareness that his/her life is changed



*John 14:6*

*John 17:26*

*Ephesians 2:4-10*

*I John 4:9-12*

because of Jesus Christ, who is Lord and Savior, and not by any works or personal performance. By an act of our faith, we must turn our lives over to God--who forgives us, cares for us, and loves us more than we can understand. By the free gift of His grace, He enables us to come to Him through the power of the Holy Spirit, but we must ask Him.

### **Getting Involved:**

#### ***Process to Start Volunteering:***

##### Office/Clerical Volunteers

Meeting/Orientation with Volunteer Program Lead

Volunteer Application

Statement of Faith

Criminal History Affidavit

Confidentiality Policy

Duty to Warn Policy

##### Thrift Store Volunteers

Meeting/Orientation with Thrift Store Manager

Volunteer Application

Statement of Faith

##### Event Volunteers

Volunteer Application

##### Mentors

Volunteer Application

Statement of Faith

Fingerprint Clearance Card Application

Criminal History Affidavit

Confidentiality Policy

Duty to Warn Policy

Volunteer Orientation/Specified Training

Documentation of 3 references

Copy of Driver's License

Vehicle Use Form

Proof of Car Insurance

Copy of DMV Record

Motor Vehicle Disclosure Form

Health, Safety, and Welfare Policy

Client Maltreatment Policy



### Childcare Volunteers

Meeting/Specified Training with Volunteer Program Lead or Trainer  
Volunteer Application  
Statement of Faith  
Fingerprint Clearance Card Application  
Criminal History Affidavit  
Confidentiality Policy  
Duty to Warn Policy  
Copy of Driver's License  
Copy of DMV Record

### **Professionalism and Ethics**

#### ***Public Appearance and Dress Code***

Christian Family Care is dedicated to providing professional services to our clients and conveying a professional demeanor to our constituents. It is important that the attire of every volunteer reflect this professionalism. Volunteer dress and appearance is to be appropriate to the volunteer position. CFC reserves the right to address issues related to dress code, and may, at its discretion, issue in memo form more formal dress code requirements. Natural and artificial scents may become a distraction from a well-functioning workplace and are also subject to this policy.

CFC is confident volunteers will use their best judgment regarding attire and appearance. Management reserves the right to determine appropriateness. Any volunteer who is improperly dressed will be counseled or in severe cases may be sent home to change clothes.

#### ***Conflict of Interest Policy***

It is important that volunteers avoid conflicts of interest to maintain high standards of conduct. A conflict of interest is a situation in which a volunteer's private or economic interest interferes with or in any way influences the volunteer's duties and responsibilities at CFC or with the Agency's general activities, even if this conflict has no adverse impact on volunteer performance. While it is not practical to state all possible conflicts of interest, some are listed below. It is considered to be in conflict with CFC's interest:

- For any employee, contractor, intern, or volunteer to engage in services similar to CFC for another agency or private practice upon the physical premises of CFC. Employees, contractors, interns, or volunteers will provide CFC services in identified satellite offices or other sites approved by the President.
- For an employee, contractor, intern, volunteer or any dependent member



of his or her family to have a direct or indirect financial interest in any business organization that compromises the volunteer's ability to perform his or her projects/duties without the appearance of impropriety.

- For an employee, contractor, intern, volunteer or any dependent member of his or her family to solicit or accept, either directly or indirectly, gifts, payments, extravagant entertainment, services, or loans of any form from someone soliciting business or who has already established business relations with the Agency. Gifts of nominal value and entertainment, meals, and social invitations that are customary and proper, and that are wholly in keeping with good business ethics and do not place the recipient under obligation are permitted.
- For any employee, contractor, intern, or volunteer to serve as an officer, director or in any management capacity at another business organization that would adversely affect his or her projects/duties within CFC.
- For an employee, contractor, intern, or volunteer to release any data on bids, contract rates and costs or any other confidential data to anyone outside the Agency's employ except when deemed necessary and essential by duly designated management representatives.

Volunteers with a conflict-of-interest question should seek advice from volunteer program lead or designated CFC staff member.

### ***Using Organization Resources***

The computer system including the hardware and proprietary and non-proprietary software, scanners, printers and modems are the property of CFC and are subject to use by any volunteer. Any e-mail, manuals, forms, brochures, letters, or other documents created by a volunteer remain the property of CFC during volunteering and upon the resignation or termination of the volunteer and should not be construed as the volunteer's personal property. E-mail documents and voicemail messages, whether internal to CFC or sent via the Internet or received from outside the Agency, are not completely confidential. CFC retains the right to inspect and review the use of all CFC equipment and documents at any time.

Telephones, postage meters, copy and fax machines are provided for business use. Any personal use must result in reimbursement to CFC. CFC equipment should not be used for any lengthy project that burdens the availability or usefulness of the equipment. Limited, occasional or incidental use of this equipment for personal, non-business purposes is generally acceptable and should be kept to a minimum during work hours.





## **Philosophy of Volunteer Involvement**

### ***Diversity in our Volunteer Team***

Christian Family Care desires to be culturally competent in all areas. Any language or behavior, which questions our sensitivity, should be brought to the attention of CFC Volunteer Program Lead or Management.

### ***Values and Impact of Volunteers***

Christian Family Care strongly believes in the importance of incorporating volunteers into our programs and agency throughout the year. We provide a variety of opportunities for individuals to utilize their passions and skillsets to impact the work we do in a meaningful way. By providing various options to get involved we increase the diversity of our volunteer demographic, our volunteers range from teenagers to retirees. We involve volunteers in the daily operations of our thrift stores and offices, and seasonally in our events.

Christian Family Care owns and operates two Thrift Stores, one in Phoenix and Tucson. The stores have – on average - two paid staff members and the rest of the operations are covered completely by volunteers. On average, we have four to five volunteers in the store during operating hours, which equates to roughly 18,000 volunteer hours a year total for both the Thrift Stores combined. Together, we have about 100 regular Thrift Store volunteers.

Our organization also has two offices; we have regular volunteers and interns who come in each week to assist in our departments. The clerical volunteers allow our agency to continue to grow in the number of families and children we serve without having to drastically increase the amount administrative staff. Each year our office volunteers contribute roughly 2,000 hours between our two locations and we have about 20 office volunteers.

Each year CFC has annual events that would not be possible without the assistance of our event volunteers. The individuals who are involved with our events can help in two ways. They can be a part of the planning and coordinating committee and work directly with assigned Event Coordinator and they can provide the extra hands we need on the day of the event.

We are always looking for more ways to engage individuals and their specialized talents. We have volunteers who are involved by providing care for our plants, assisting with handiwork around the offices and in foster parent homes, as well as offering Puppet Theater at events. Christian Family Care volunteers play an integral role in the operations and success of our organization.





## **Workplace Safety**

### ***How to Handle Emergency Situations***

Call 911.

- The call to 911 should be prompted by a designated person (if possible) who should make the call.
- Alert staff.
- Initiate a signal (this signal could be an audio or non-audio signal).
- Contact a Facility Director or Supervisor.
- When the crisis is resolved, sound a designated “all clear” signal.

NOTE: IN THE PHOENIX MAIN OFFICE, PHOENIX SOUTH ANNEX, AND TUCSON OFFICE - Anyone who is in a hallway by a security system key pad, who has been made aware there is an emergency, can press the “police” or “fire” button on the security system key pad and the police/fire department will respond to the location.

### ***First Aid Priorities***

There should be at least one person who is CPR/First Aid certified in each facility at all times (more, when required by program guidelines).

- Survey the scene to make sure it is safe. You can't help by becoming a victim yourself.
- Call 911 – or have someone else call – if necessary.
- Don't move a victim if you suspect a neck or back injury.
- Ensure the person is breathing.
- Ensure the person's heart is beating.
- Control severe bleeding.
- Do CPR as necessary.
- Treat all body fluids as potentially infectious.

### ***Health Precautions***

- Assume that all body fluids of all persons could be contaminated with infectious agents. If possible, avoid direct contact with body fluids. Disposable gloves can be found in the First Aid kit.
- In the event no gloves are available, wash hands vigorously if you come in contact with body fluids.
- Use disposable gloves, plastic bags, and disinfectant to clean up emergency sites.
- If used materials (such as bandages or disposable diapers) contain body fluids, dispose of them in a securely tied plastic bag.
- All facilities are required to have a First Aid kit, which includes a CPR mouthpiece.



### ***Illness or Injury***

- Administer first aid in accordance with stated practices. Make the person as comfortable as possible.
- Call 911
- Promptly notify facility supervision, telling them what happened and to what hospital the patient is being transported.
- If emergency transport is not necessary, safely transport the person home or to the hospital.

### ***Communication Procedures in an Emergency***

Contact the Fire Department by dialing **911**.

Provide the Fire Department with the following information:

1. TYPE of fire.
2. EXACT LOCATION of the fire.
3. EXTENT of the fire.
4. If evacuation is in progress.
5. Other information as necessary/requested.
6. Keep communication lines open. Do not make any unnecessary calls. Do not answer questions from caller, simply state that an emergency exists and that all communication lines must be kept clear for emergency use.
7. Relay instructions as issued by the person in charge.
8. Remain calm. Do not panic. Speak in a clear and distinct voice. Follow instructions as needed.

### ***Reporting Accidents and Injuries***

Our Liability coverage protects any officer, governing board member, employee, volunteer, intern, servant and/or agent, individually and/or collectively or a “Protected Person(s)” while acting within the scope of their duties or in their official capacity as such; and any person, organization, corporation, agency, service, trustee or estate now in existence and/or established in the future to whom Christian Family Care is obligated by written contract or verbal agreement to provide coverage, but only in respect to operations by or on behalf of Christian Family Care or a Protected Person(s). Protected Person(s) means all programs, agencies and institutions operated or controlled by CFC.

### ***Contagious Diseases***

**Definition:** Communicable or contagious diseases are those diseases that are transmittable by microorganisms from one person to another. Communicable diseases prevalent in the U.S. and Canada include influenza, infectious mononucleosis, hepatitis A and B, measles, mumps, chickenpox, tuberculosis, acquired immune deficiency syndrome (AIDS, including ARC, HIV or HTLV-III/LAV), and sexually transmitted diseases such as Chlamydia, herpes, syphilis, and gonorrhea. It is the policy of the Agency to adhere to health and safety guidelines set forth by the Health Departments of the State of Arizona, the cities



of Phoenix, Tucson, and Prescott, and the U.S. Center for Disease Control as they relate to communicable diseases.

**Policy:** Since communicable diseases pose primary risks (to the infected person) and secondary risks (to those who come in contact with an infected person), each case will be handled with a balance of Christian concern for the individual as well as for the Agency community.

CFC will not discriminate against any volunteer based on the individual having a communicable disease. CFC reserves the right to exclude a person with a communicable disease from the workplace facilities, programs and functions if the organization finds that, based on a medical determination, such restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of others within the workplace.

CFC will comply with all applicable statutes and regulations that protect the privacy of persons who have a communicable disease. Every effort will be made to ensure procedurally sufficient safeguards to maintain the personal confidence about persons who have communicable diseases.

### **Sexual Harassment and Domestic Violence**

It is considered that harassment on the basis of a volunteer's race, religion, creed, color, national origin, age, gender, marital status, or the presence of a physical, sensory or mental disability is a violation of CFC policy. Prohibited harassment includes, but is not limited to, comments, slurs, jokes, innuendoes, cartoons, the display or circulation of offensive printed, visual or electronic material, pranks, physical harassment which are derogatory on the basis of the above. Harassment also includes negative actions toward a volunteer based upon their participation in activities identified with or promoting the interests of a protected group.

Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that explicitly or implicitly involves a condition of one's volunteer involvement or which has the purpose or effect of either unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Sexual harassment may also include sexual propositions, innuendo, suggestive comments, sexually oriented jokes or teasing, or unwelcome physical contact such as patting or brushing against another.

Volunteers have the right to be free from harassment, either from fellow volunteers, supervisors, managers or others. All volunteers are prohibited from engaging in the harassment of another employee, volunteer, or a client. Persons served, supervisees, colleagues, community representatives, or any other person or group with whom personnel have contact as representative of the organization will not be subjected to harassment prohibited by this policy.



All CFC volunteers are responsible for helping to enforce this policy against harassment. Any volunteers who have been a victim of prohibited harassment or who have witnessed such harassment must immediately notify their supervisor so the situation can be promptly investigated and remedied. If it is the supervisor who is responsible for the harassment, if reporting the situation to the supervisor fails to remedy the situation or if the volunteer is otherwise uncomfortable discussing the issue with his or her supervisor, then complaints of harassment must immediately be reported to Human Resources, the CPO, the CFO, or any other supervisor with whom the volunteer is comfortable discussing the issue. All reports of harassment will be thoroughly and promptly investigated. To the extent practicable, the confidentiality of those involved will be maintained. If an investigation confirms that harassment has occurred, CFC will take corrective action. Corrective action may include discipline up to and including immediate termination of employment. CFC forbids retaliation against anyone who in good faith has reported harassment or cooperated in the investigation of harassment complaints.

### ***Alcohol and Drugs***

CFC seeks to provide a safe, healthy, and productive environment for employees, volunteers, and clients and to protect human life as well as CFC property and assets. Alcohol and drug abuse pose a threat to the health and safety of all those previously stated and to the security of our equipment and facilities. For these reasons, CFC is committed to the elimination of drug and/or alcohol use and abuse in our volunteer and work environment.

It should be recognized by applicants, and all personnel, that the use (or attempting to function with alcohol, drugs or drug metabolites in their system), possession, manufacture, dispensation, sale, distribution, concealment, or transportation of any alcohol or illegal chemical/drug substance, by employees or other, is strictly prohibited. Any employee found to be in violation of this policy is subject to disciplinary action, up to and including discharge for the first offense. Overuse (abuse) of legal prescription drugs will be looked upon in the same manner.

If a volunteer becomes aware of a violation of this policy, they should report it immediately to their immediate supervisor so the matter can be investigated promptly and action taken where necessary.

CFC will cooperate to the fullest extent with the enforcement of local, state, and federal laws regarding those who unlawfully possess, use, or distribute illegal drugs or alcohol on CFC property or at a CFC-sponsored activity.

### ***Confidentiality***

Confidential information obtained during or through volunteering with CFC may not be used by any staff member, volunteer, or intern, for the purpose of



furthering current or future outside employment or activities or for obtaining personal gain or profit.

At no time may a staff member, volunteer, or intern, disclose nonpublic or sensitive information to other employees or with people outside of the agency, except as required for business purposes. If a volunteer questions whether certain information is considered confidential, he/she should first check with his/her volunteer supervisor.

The use of the CFC staff directory, client lists, mailing lists, or databases for personal or non-approved agency business is prohibited.

### ***Absences***

If a volunteer is unable to come during his or her scheduled time we ask to let the staff member the volunteer assists or the Volunteer Program Lead be notified. Some of the projects and work our volunteers help with are time sensitive, giving notice of absences allows us to make the necessary arrangements to ensure the completion of those projects.

### ***Grievance and Complaint Procedure***

If a volunteer has a problem or question, the volunteer should discuss the concern with the staff member he or she is assisting or the Volunteer Program Lead. Without feedback from the volunteer, the staff member/department, through oversight or assumption, has unknowingly failed to detect the volunteer's concern or feelings about a subject. Volunteers are encouraged to share their concerns and questions with staff member they are assisting.

### **Volunteer Separation and Dismissal**

#### ***Resignation***

Although we hope your volunteer experience with us will be a mutually rewarding experience, we understand that varying circumstances cause volunteers to leave our organization. Resigning volunteers are encouraged to provide two weeks' notice, to facilitate a smooth transition out of the organization.

#### ***Exit Interview***

Christian Family Care's Volunteer Program Lead or a CFC staff member who directly works with a volunteer will strive to conduct an exit interview with each volunteer who chooses to leave CFC prior to the last day of volunteering. These conversations enable CFC to gather important information about procedures that may be of benefit to other volunteers and our program. Although exit interviews are not mandatory, volunteers are encouraged to participate in them and to speak frankly about their volunteer experience with CFC.