

# Volunteer Handbook

**Sandhills/Moore Coalition for Human Care**

Southern Pines, NC 28387

[www.sandhillscoalition.org](http://www.sandhillscoalition.org)

**Client Services:**

1500 W. Indiana Ave

910.693.1600

**Resale Operations:**

1117 W. Pennsylvania Ave

910.246.9845



Welcome to Sandhills/Moore Coalition for Human Care! We appreciate you sharing your gifts of time and talents with us and are grateful that you have chosen to become part of our team of dedicated volunteers.

If we haven't already met, I would like the opportunity to meet with you briefly the next time you are scheduled. I want you to know that I think our volunteers are our most valuable resource. I can't tell you how much we appreciate your giving your time to help those in our community who are struggling.

We hope this handbook will help you become more familiar with the Coalition, as well as your volunteer rights and responsibilities. The chairs of the various departments and staff are ready to help you in any way they can. Please feel free to ask questions and seek assistance from any of us at any time. We want your experience with the Coalition to be as rewarding as possible while you help to provide emergency assistance to your Moore County neighbors.

Sincerely,

A handwritten signature in black ink, appearing to read "Barrett W. Walker".

Barrett W. Walker  
Executive Director

## **Mission Statement**

To meet the emergency needs of our Moore County neighbors by providing food, clothing and financial resources and to collaborate with appropriate agencies for clients with ongoing needs.

## **Vision Statement**

To facilitate cooperative community action including education and counseling which will lead our clients to lasting life changes enabling self sufficiency.

## **Sandhills/Moore Coalition for Human Care, Inc.**

In the early 1980's, a Southern Pines Fellowship of Churches recognized the need to coordinate emergency aid for the poor in our community. Many people in need had been going from church to church requesting aid and although many requests were valid, it was not a very efficient system. Exploratory meetings were held with the Director of such a program in Charlotte and representatives from local churches, both ministerial and lay participated.

The first formal meeting of the Coalition was held on September 15, 1985 at First Baptist Church of Southern Pines with the Rev. Michael Garber presiding. Attorneys Paul Steel and Dan Pate explained the legal requirements that must be met for formation of the Coalition Board and eligibility for tax exemption status. Those requirements include a statement of purpose of the organization and names and addresses of individuals serving on the board. It was further agreed that the Board should be made up of one Clergy and one layperson from each participating church.

At the October meeting it was reported the Articles of Incorporation were filed with the State of North Carolina on October 4, 1985. In order to open the Coalition quickly, Emmanuel Episcopal Church offered space, currently used for the Bethlehem II project, as temporary headquarters with a "mandatory opening" by January 1, 1986.

An organizational meeting was held on December 5, 1985 and the first officers of the Coalition were elected as follows: President, The Reverend Hal Hyde; Vice President, Reverend Fred Walden; Secretary, Sherry Ogorek; and Treasurer, The Reverend Samuel Walker. They immediately established task forces to begin structuring this new entity. The task forces were as follows:

1. Recruiting and training volunteers
2. Policy setting – Chaired by Rev. Garber
3. Facility – to investigate with the Mayor of So. Pines, the possibility of using the site at 1117 W. Penn. Ave. (formerly the SCAP office)

Between the December meeting and May 1, 1986 (when the Coalition opened) the town of Southern Pines agreed to rent the above site to the Coalition for \$1.00 per year plus upkeep and renovation. Cleaning and some restoration was done by volunteers from all churches involved. At the same time task forces for recruiting and training volunteers, for soliciting funds, and for hiring a part-time director were set in motion. The working budget was \$24,577 and hours for servicing clients were set for Mon, Wed. and Thurs. from 9-12 noon and also Thursday from 5- 7 pm. The Board was expanded to one clergy and two lay representatives from each church.

## GENERAL INFORMATION

### Hours

Voit Gilmore Client Services is open for client visits Monday through Friday 8:30 am-11:00 am on a first come/first serve basis. Paid staff works Monday through Friday 8:00 am-5:00 pm at this location.

Coalition Resale Shops are open Monday through Friday 8:30 am-4:00 pm & Saturday 9:00 am-12:00 pm for donations and Tuesday through Friday 10:00 am-4:00 pm & Saturday 9:00 am - 12:00 pm for shopping.

### Documentation of Hours/Sign In

Sandhills Coalition maintains records of hours donated by volunteers. It is important that all volunteers record their hours in the appropriate notebook, located in the Operations Manager's office. The value of volunteer time is considered an in-kind contribution. Volunteer hours are included in grant requests and noted in the annual report. Additionally, RSVP tracks their volunteer's hours and includes them in their report sent to their national office.

### Who we serve

Sandhills/Moore Coalition for Human Care serves residents of Moore County, NC. Many individuals lack the income and living skills to avoid financial crisis. Whether requesting assistance with food, clothing, utility or medical bills, our clients are typically working diligently to make it on their own; simply seeking a little help and compassion.

### Staff

#### **Client Services Building:**

Barrett Walker, Executive Director

Margaret Perez, Operations Manager

Elizabeth Siebenhar, Development Manager

910.693.1600

[barrett@sandhillscoalition.org](mailto:barrett@sandhillscoalition.org)

[margaret@sandhillscoalition.org](mailto:margaret@sandhillscoalition.org)

[elizabeth@sandhillscoalition.org](mailto:elizabeth@sandhillscoalition.org)

#### **Resale Operations:**

Mary Lynn Goulden, Resale Manager

Lea English, Assist Resale Shop Manager

Gary Melchin, Driver

Daniel Jacobs, Helper

910.246.9845

[coalitionresale@embarqmail.com](mailto:coalitionresale@embarqmail.com)

[lte3151@aol.com](mailto:lte3151@aol.com)

## **PROGRAM DESCRIPTIONS**

### **Client Services**

#### Food Pantry

The unemployed and underemployed find grocery assistance to be one of the best ways to make ends meet. Food is donated from a variety of sources such as churches, local grocery stores, restaurants, and individuals or purchased from the local food bank or area grocery distributor. Sandhills Coalition provides a comprehensive, balanced food package designed to feed a family for five to seven days.

#### Clothing Center

Many individuals cannot afford to buy clothes. The Clothing Center offers a wide array of clothing from infants to plus sizes. Clothing selections are maintained with the season and replenished as needed or received. Adult and children's diapers, blankets, linens and pillows are also available.

#### Financial Assistance

Sandhills Coalition provides financial assistance for utilities or medical bills, prescriptions, rent, fuel oil, propane or kerosene to assist Moore County residents in crisis.

#### Transportation

Sandhills Coalition offers transportation Monday through Friday mornings from the Client Services building to Carthage. Transportation to the Sanford Social Security office is also available once a month. Reservations are required for all transportation services.

### **Resale Shops**

The Coalition is blessed with donations in excess of what our clients need. The clothing given to clients is of a very practical nature, suitable for work and day to day living. Non-emergency items of all kinds are sold to the public with proceeds benefiting client services. All donations of clothing or household items are received at the Coalition location on Pennsylvania Avenue. A team of volunteers work at the Resale shops daily, sorting donations and determining what is to be given away and what will be sold. There are also volunteers who price the merchandise and staff the shops during sale hours.

## **VOLUNTEER POLICIES AND PROCEDURES**

### Volunteer Screening, Interviewing and Placement

Once an individual expresses an interest in volunteering with Sandhills/Moore Coalition for Human Care, the Director of Volunteers will contact the potential volunteer and arrange the following:

- Conduct an interview with the potential volunteer.
- Review and complete the appropriate paperwork
- Schedule a tour of facilities.
- Schedule an Orientation Training session

No one will be allowed to volunteer without participating in the agency's screening, interview, placement and orientation procedures. The only exception may be a short-term or special project volunteer.

### Volunteer Personnel Records

A personnel file will be maintained for each volunteer. In order to keep the record up to date and ensure the volunteer receives important mailings, please notify the Coalition of any changes such as name, address, telephone number, email address or other personal data.

### Volunteer Job Description

On-the-job training, assignment of mentors and daily supervision will be handled by the department chairperson. The intent of training is to prepare volunteers to perform assigned tasks and inform them of both the formal technique that they will need to know and the network of relationships with which they will be working. Training outcomes should produce confident, satisfied and well prepared volunteers. Training may include short-term sessions, specific on-the-job training, formal sessions, coaching and counseling.

### Youth

The Coalition encourages volunteers of all ages. However, if a volunteer is 15 years old or under, they must be accompanied by a parent or an adult 18 years or older. If a student is volunteering for a school service project they need to bring their time sheet provided by the school's guidance office. The student will need to get a staff person to initial the volunteer hours at the time of each assignment.

If a youth group is volunteering, it is helpful if youth leaders prepare their group for their volunteer experience. Youth leaders are expected to meet with the Coalition staff before any scheduled assignments. Because each group differs in maturity, size, etc., we recommend one adult to every four youth. Adequate supervision must be provided for all youth groups. Any inappropriate behavior should be handled by the youth leader. For group projects, please limit the group to no more than fifteen.

### Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed to while serving as a volunteer. Doors to screening rooms should be closed to protect client's right to privacy. A volunteer may never discuss anything about a client without the client signing the proper release of information. All volunteers will be asked to sign a confidentiality statement.

### Conflict

Volunteers and staff are considered to be partners in implementing the mission and programs of the agency, with each having critical, but complementary roles to play. It is essential that each partner understands and respects the needs and abilities of the other.

If a volunteer feels that their rights are being compromised, they are encouraged to first bring it to the attention of the department chairperson. Then if resolution is not satisfactory at that level, the volunteer should speak with the Director of Volunteers. If still not resolved, the Executive Director should be notified.

If a volunteer is not serving the clients and agency in accordance with the guidelines, Director of Volunteers and Executive Director have the authority to ask for the volunteer's resignation.

### Attendance/Absenteeism/Tardiness

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If it becomes necessary to be absent on a scheduled day, volunteers are expected to find their own replacement from a list of substitutes or by exchanging days with another volunteer. If this proves impossible, the department chairperson should be notified as far in advance as possible.

Volunteers who have extra time to share are asked to check with the Operations Manager or Resale Manager to be placed in the most critical volunteer spot. Often the presence of an "extra" volunteer impedes the work of the regularly scheduled team. Additionally, for safety and insurance purposes, we must know who is on the premises at all times.

### Ethics

In order to maintain the highest principles of ethics, volunteers are required to observe strict standards of integrity and avoid any activity that might create a problem situation. Examples may include, but not limited to:

- No one should transport a client in a personal vehicle. Sandhills Coalition cannot assume liability in case of an accident or incident if this policy is breached.
- Requesting special favors from staff or other volunteers on behalf of a relative, friend, client or other organization.
- Failure to inform the staff of false statements made by a client.
- Falsifying case information or altering records.

### Donations

Sandhills Coalition relies on the donations of goods from the community to provide its programs' services. Donations received become the property of Sandhills Coalition and those goods are to be distributed to clients according to proper program procedures. All donors will be given a receipt for their gift and the goods will be properly stored. Donations are accepted at the Coalition Resale Shops located at 1117 Pennsylvania Avenue, Monday through Friday from 8:30 am until 4:00 pm and Saturday 9:00 am until 12:00 pm.

### Equipment and Facilities

Volunteers will have access to the property and materials necessary to fulfill their duties and will receive training in the operation of any equipment. Property including the computer, telephone, fax machine, copier and other program related materials must be utilized only for Coalition purposes.

### Personal Property

Volunteers are encouraged to not bring cash or valuables while volunteering. Sandhills/Coalition will provide a place where volunteers can store their personal property but does not assume responsibility for the loss or theft of personal belongings or theft/damage to a volunteer's automobile. If a theft does occur, report it to a staff member immediately so a police report can be filed.

### Non-Discrimination

Sandhills Coalition will not discriminate against any persons in programs, services, staffing or volunteer opportunities on the basis of age, race, creed, color, national origin, sex, marital status, sexual preference, religion or disability. Unfortunately current and former recipients of any type of assistance from the Coalition are not eligible to volunteer.

### Non-Harassment Environment

Sandhills Coalition encourages an efficient, productive and creative work environment. Verbal or physical conduct by a volunteer or others which harasses disrupts or interferes with work performance or creates an intimidating, offensive or hostile environment will not be tolerated. This includes harassment based on age, race, creed, color, national origin, sex, marital status, sexual preference, religion or disability. If you feel that actions or words of a client, fellow volunteer or staff member constitutes harassment, you have a responsibility to immediately report the matter to the Executive Director. All complaints will be investigated.

### Resignation Procedures

Any volunteer who wishes to resign should make a written and/or verbal statement to the staff, their department chairperson, or the Director of Volunteers.

### Alcohol/Drugs and Controlled Substances

In an effort to provide a safe environment, staff, volunteers and clients of Sandhills/Coalition will not tolerate or permit the use, possession, transfer or trafficking of intoxicants, illegal drugs or controlled substances in any manner during working hours while on Coalition property. If the

Coalition has reason to believe a volunteer has violated any aspect of this policy, they may be immediately suspended from their volunteer assignment pending investigation.

### Smoking

To protect the health, comfort and environment of everyone, smoking is not permitted in or near Coalition buildings. There is a designated smoking area outside the gate of the Gilmore Client Services Building and on the side of The Bargain Barn at the Resale Campus. Please discard of all cigarettes in the appropriate receptacles. If at any time a volunteer is not comfortable addressing the Coalition smoking policy with a client, they should contact a staff member immediately.

### Accidents

If a volunteer is involved in an accident on Coalition property, the volunteer must report the accident immediately (within 24 hours) to the Executive Director. An accident report form will be completed. If a volunteer witnesses an accident that involves a client, the volunteer is to detain the client and notify a staff member immediately so that the accident report can be completed.

### Volunteer Recognition

Sandhills Coalition believes that recognition should be an integral part of the management process so that volunteers feel continually valued and be rewarded for their contributions. This may be conveyed through a number of ways including formal and informal recognition. Volunteer Service Awards are presented at the Annual Meeting each January.

## ***FREQUENTLY ASKED QUESTIONS***

### **Q. When do you need volunteers the most?**

We welcome volunteers anytime. However, hours vary depending on the type of position you are interested in.

### **Q. Do you have to come with a church group or can you come by yourself?**

You can come by yourself or with a church group, employer, sorority and any other organization interested doing community service.

### **Q. What if I decide that screening is not for me or I find it too emotional to handle?**

It is okay to know your limitations. There are various volunteer opportunities in other areas which you might find more suitable and rewarding.

### **Q. Can volunteers work in multiple departments or locations?**

Yes! Many of our volunteers work at Client Services and the Resale Shops or in multiple departments at one location. This is a great way to meet new people and learn more about our organization.

### **Q. If I have a friend who might be interested in volunteering, who should I contact?**

Individuals interested in volunteering may contact the Director of Volunteers or the paid staff to schedule a tour. Many prospective volunteers prefer to come with a friend to see our operation first hand. We welcome visitors, however, please make sure you contact the department chairmen or staff member before hand.