

THE
SHEPHERD'S
HOME

P.O. Box 2011
McCall, ID 83638
208-634-1152

shadmin@shepherds-home.org

www.shepherds-home.org



Shepherd's Home
VOLUNTEER
HANDBOOK

Welcome Message



**Thank you for choosing to
volunteer**

with The Shepherd's Home! Volunteering is at the very heart of The Shepherd's Home! All our board members are volunteers. It is our ambition to ensure that everyone who gives their free time to us feels trusted and valued, that they have a positive volunteering experience and are proud to be part of The Shepherd's Home.

As a volunteer of The Shepherd's Home, you become part in nurturing children in need by providing support to children in need. Our trained and compassionate team values each child, offers unconditional love, and encourages in each child a sense of self-worth. For many of these children, it is the first time they will receive consistent quality care for their physical, mental, and nutritional needs.

Volunteers are at the very heart of our organization.

This handbook explains the things you need to know about volunteering with us and to give you information which will support your volunteering role. We hope you find it helpful. If you would like more detailed information on any of the subjects covered, please speak to The Shepherd's Home Administrator.

We hope you enjoy your volunteering experience with us and we will do all that we can to help and support you in your role.

Our History

The idea for the Shepherd's Home was born in the home and hearts of Bill and Dottie Basye. The Basyes, working closely with the Department of Health and Welfare, sought a way to overcome the lack of adequate foster care available to children in central Idaho. To provide for the many children in crisis who needed a safe and loving home, they created a community initiative which quickly gathered support and momentum. The Shepherd's Home was incorporated as a nonprofit organization in 1996 and opened its doors, fully operational, in the spring of 1998. During the brief interim between dream and reality, several donations of local money, time, and professional labor made the building of the Home possible. The local Lutheran church donated an acre of land and several large foundation grants were used to build the Home and hire the Home's first staff. Community members provided enormous support and established fundraising events to support the new Home. Since that time the Shepherd's Home has grown into a cherished and highly-regarded regional resource, providing not only a loving home for children in crisis but also providing additional programs for its residents and for community members to support the prevention of child abuse.

Our Mission

The Shepherd's Home nurtures children in need by providing a loving family home. We serve children of all ages. Our trained and compassionate team values each child, offers unconditional love, and encourages in each child a sense of self-worth. As a result, we play a part in breaking the cycle of abuse and neglect.

Objectives

- Provide a safe and loving home to children who are victims of abuse, neglect or crisis.
- Provide additional programs for our residents to help them adopt healthy habits and be successful.
- We seek to provide not only temporary shelter, but a new road map for life after residence in the home.



Who are our volunteers?

Volunteering is an all-year round activity! There are no upper age limits to who can volunteer as we believe that volunteers, across all ages, bring a huge wealth of personal interests, skills and experience – all of which can be channeled into volunteering activities that benefit our service users and support the work of the charity. Service volunteers must be 18 years and over, but we can consider younger people for supported volunteering activities such as an event volunteer (subject to parental or guardian agreement). Children of parent volunteers may attend volunteer hours with parental and The Shepherd's Home consent.

The Shepherd's Home is an inclusive nonprofit who recognizes the huge benefits that can be derived from diversity, not just for service users but also for volunteers as 'people come together'. We are a non-denominational faith based organization.

Volunteering Rewards

- Reduces stress: Experts report that when you focus on someone other than yourself, it interrupts usual tension-producing patterns.
- Makes you healthier: Moods and emotions, like optimism, joy, and control over one's fate, strengthen the immune system.
- Brings people together.
- Unite people from diverse backgrounds to work toward a common goal
- Build camaraderie and teamwork
- Promotes personal growth and self-esteem.
- Understanding community needs helps foster empathy and self-efficacy.
- Volunteering strengthens your community.
- A chance to give back.
- Make a difference.

What volunteers often ask...

What happens if I need to stop volunteering?

We understand that from time to time volunteers may need to take time out from volunteering or bring their volunteer placement to a premature end due to unforeseen circumstances.

We ask service volunteers, in particular, to give us as much notice as they can so that we can put in alternative or new measures to ensure service continuity..

It may be that a volunteer is finding the volunteer placement challenging and that even with additional support it's judged that this may not be the most appropriate placement for them. Some volunteers may decide to end their volunteering altogether while others may wish to be considered for alternative opportunities, either within the same service or elsewhere. Whatever the circumstances all volunteers ending their placements are offered an exit interview.

There are no time limits to how long anyone can volunteer. On average, volunteers may give between two to four hours per week but this may depend on the volunteering activity. For example, volunteers may be engaged in more than one regular volunteer activity at a time, while others support one-off fundraising or information awareness raising activities. We actively encourage volunteers to explore new opportunities as they arise within The Shepherd's Home.

How much time do I need to give?

Volunteer Rights and Responsibilities

As a valuable resource to our staff and mission, volunteers have the right to be given meaningful duties, the right to be treated fairly, the right to effective supervision, the right to full participation and involvement, and the right to recognition for service provided. Volunteers will not replace any paid employee. The Shepherd's Home recognizes your right to discontinue service at any time. Likewise, we have the right to discontinue the volunteer service relationship when deemed in the best interest of the organization. Volunteers will not be paid in any form for services contributed to The Shepherd's Home, including cash (wages), donations, clothing, food or shelter.

Policies & Procedures

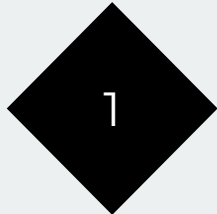
The Shepherd's Home coordinates all volunteer services. The department keeps data files on each volunteer. These files are confidential and managed by the coordinator through our CRM system Volunteer Easy.

All hours, and volunteer contact information, should be recorded in a database for reporting purposes.

Training

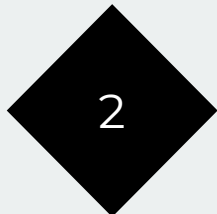
The Shepherd's Home desires that each volunteer is trained according to their background and individual comfort level. We will provide hands on training and support each volunteer as needed. Training will be discussed and individualized for each volunteer, depending on the volunteer level. As a volunteer you are encouraged to discuss any concerns with the Administrator.

Volunteer Levels of Involvement



A Level 1 volunteer is one who is used infrequently and less than 10 hours in a month, or who volunteers for one-time events. This volunteer has no unsupervised interaction with clients.

- Volunteer Service Agreement
-



A Level 2 volunteer is one who used less than 10 hours per month but on a regular basis, or in a position where there is interaction with clients. The following items will be retained, at a minimum:

- Background Check
 - Confidentiality statement
 - Volunteer Service Agreement
-



A Level 3 volunteer is one who may be in direct and/or unsupervised contact with clients. The volunteer is a regular, on-going volunteer who serves 10 or more hours per month.

The following items will be retained, at a minimum:

- Background Check
- Confidentiality statement
- Motor Vehicle Records (MVR) check
- Emergency Contact Information
- CPR Certification (one per couple)
- Volunteer Service Agreement

What To Expect

What We Expect From You

Volunteers must maintain confidentiality during their time with us. This means that confidential information about people we support, volunteers, employees and our work is kept private, unless sharing this information is required by law. For this reason, when you register as a volunteer you will be required to sign a Client Confidentiality Statement. We also ask that no pictures are taken while volunteering for The Shepherd's Home. As a volunteer if you at any time are concerned with inappropriate behavior you are asked to discuss concerns with the Administrator immediately.

Dress Code & Attendance

Volunteers are representatives of The Shepherd's Home and should be dressed as they would be if they worked at The Shepherd's Home. Whether speaking on our agency's behalf, serving on our board of directors, assisting at events, gathering silent auction items; volunteers must be dressed appropriately in non-revealing clothing.

Volunteers should notify the office or representative if they are going to be late or miss a function. Hours will be tracked and made available upon request.

**We can never say this enough!
We thank you for your time, energy,
willingness and commitment!**



Steps to Volunteering



Complete Volunteer Management Profile

Log back into your VolunteerEasy Profile and complete as much information as you are willing to share and sign up for opportunities that are sent to you through this system.
www.volunteereasy.com



Complete Background Check

If Background Check is required please sign on the link below. It will take you to our background check through NCSI (National Center for Safety Initiatives). Cost of the background check is generously sponsored by William F. Nichols
<https://shepherdshomeinc.quickapp.pro/>



Employee Required To Drive

If a volunteer will be driving on behalf of The Shepherd's Home, a drivers license must be provided to add the volunteer to the automobile insurance, drivers history will need to be reviewed.

VOLUNTEER SERVICE AGREEMENT

The Shepherd's Home

This Agreement, made on _____[Date] by and between The Shepherd's Home hereinafter referred to as "nonprofit", and _____[NAME], hereinafter referred to as "volunteer."

Whereas, volunteer intends to donate services to the nonprofit identified above, and said nonprofit intends to accept the donation of volunteer services.

NOW THEREFORE, in consideration of the mutual promises, the parties hereto agree as follows:

1. Volunteer agrees to donate services to nonprofit in the capacity of Volunteer Level____].

(see page 6 of Volunteer Levels of Involvement)

2. It is mutually and expressly understood that volunteer services shall be donated, and that said volunteer is not entitled to nor expects any present or future salary, wages, or other benefits for these voluntary services.

3. Volunteer agrees to follow the supervision and direction of any personnel, employee, or volunteer, to whom volunteer has been assigned to perform services, and to participate in any training required by the charity in order to perform the voluntary services.

4. Volunteer agrees that he/she will not be considered to be an employee of the charity, for any purposes other than tort claims and injury compensation, while performing the above described voluntary services.

5. Volunteer further understands that if volunteer is responsible for injuries to third parties or damages to their property while acting outside the scope of assigned volunteer duties, that said volunteer may be held personally liable for any monetary damages a court may award to the injured party.

6. It is further understood and agreed to by volunteer that the services rendered to the nonprofit shall apply only in the case of liability arising out of the ordinary negligence that occurs during the scope of the volunteer's services agreed to herein, and that in no way do any of these provisions apply for the benefit of volunteer, his/her heirs, executors or administrators in any action arising out of gross negligence, willful misconduct, or any other conduct on the part of said volunteer, which cause or may give rise to criminal liability.

7. Volunteer further agrees that volunteer will fully cooperate with the nonprofit and its agents in any investigation, lawsuit, arbitration, or any other legal or quasilegal proceedings that arise from the matters covered by this agreement.

Volunteer further agrees to notify the nonprofit immediately of any incident that occurs or may occur within the knowledge of the volunteer, which gives rise to liability on the part of the volunteer of the nonprofit.

8. I have been given a copy of the SH Policies and Procedures and agree to adhere to the same policies and procedures in the capacity of my volunteer assignment.

I also understand that my volunteer assignment may be terminated at any time by either party to this agreement.

Signature: _____

Name: _____

Shepherd's Home, Inc.

Confidentiality Agreement

The high level of public support and respect that Shepherd's Home, Inc. enjoys results not only from recognition of its mission, but from the high degree of integrity, objectivity, and professionalism of its staff, volunteers and Board of Directors. Shepherd's Home, Inc. benefits from the expertise of individuals with a variety of interests. Those interests must not however conflict with the interests of Shepherd's Home, Inc., nor impair public support and respect necessary for the operation of Shepherd's Home, Inc.

While serving on the Board of Directors at Shepherd's Home, Inc., you may acquire confidential and/or sensitive information about staff, members, residents, financial information, operating procedures, plans, reports, proposals, contracts and/or other similar matters that are confidential to Shepherd's Home, Inc. Such information is the exclusive property of Shepherd's Home, Inc. and it is critical that you keep this information in the strictest confidence. Accordingly, you may not:

- a) Disclose at any time, during or after serving on the Board of Directors with Shepherd's Home, Inc., confidential and/or sensitive information about Shepherd's Home, Inc., or its residents - past or present.
- b) Make improper use, directly or indirectly, of such confidential and/or sensitive information;
- c) Not disclose any information concerning Shepherd's Home, Inc. which could adversely affect Shepherd's Home, Inc.'s image or reputation;
- d) Not place yourself in a position of obligation to persons who might benefit or appear to benefit from disclosure of confidential and/or sensitive information;
- e) Not benefit or appear to benefit from the use of information not generally available to the public and which was acquired during your official duties.

Persons who fail to comply with this Confidentiality Agreement during their tenure on the Board of Directors will be subject to such appropriate measures as may be determined by the Executive Committee and/or other members of the board, including dismissal from the Board.

Persons who fail to comply with this Confidentiality Agreement following resignation or dismissal from, the Board of Directors hereby acknowledge that the disclosure of confidential information will result in irreparable harm to Shepherd's Home, Inc., and Shepherd's Home, Inc. shall have the right to enforce its lawful rights and remedies against any offending person.

I hereby certify that I have read, understand and agree to the Shepherd's Home, Inc.'s policies as described in this statement, with respect to confidential information and conflict of interest.

AGREED & ACCEPTED BY:

Name: _____.

Date: _____

Signature: _____