



MID-ATLANTIC
ORPHAN CARE
COALITION

VOLUNTEER HANDBOOK

We are excited that you are joining us in fulfilling our vision to see Christians and their churches partnering to care for children in need of families! We seek to fulfill our vision by educating, equipping, and encouraging Christians and their churches to care for children in need of families. We provide education, community, organization, and support. By educating the local church, creating community, and reducing the barriers of families wanting to foster or adopt, we work towards seeing children in need of families brought into loving, Christ-centered families.

Volunteers are an essential component to achieving our mission. Our hope is that you will be able to use your God-given talents to serve in ways that are beneficial to you, personally, as well as the organization and the children, families, and congregations we serve.

This handbook provides information concerning the policies and procedures of Mid-Atlantic Orphan Care Coalition (MAOCC). Please keep a copy of this for your records, and for ease of reference.

As Mid-Atlantic grows and continues to fulfill its vision, we may add, revise, supplement, depart from, or rescind any policies or portion of this handbook.

Please contact us with any questions about volunteering, or the policies and procedures found within this handbook!

VOLUNTEER HOURS

Volunteers who are acquiring hours for school, church or other civic groups will need to maintain a record of volunteer hours served. To request a letter of volunteer status, please e-mail info@orphancarecoalition.org.

CHARACTER AND CONDUCT

Standards of Conduct

Volunteers commit to abiding by the policies and procedures found in MAOCC's handbook. Behavior that dishonors the organization or causes actual or perceived damage or dishonor to the character, integrity or reputation of MAOCC will result in no longer being permitted to volunteer.

The following list includes, but is not limited to, the types of conduct which MAOCC does not permit:

- Adultery, public intoxication, or illegal drug use
- Making slanderous statements about MAOCC, its employees, volunteers, interns, or clients
- Theft or destruction of MAOCC property or the property of other volunteers, employees, interns, or others helping or working with MAOCC
- Sexual harassment, bullying, or violence
- Any conduct that negatively reflects on MAOCC

Professional Conduct

Volunteers are expected to maintain a level of professionalism at all times while serving at MAOCC. As both a ministry and an advocacy organization, professional conduct includes respect for all people, integrity, honesty, and confidentiality. Although this is an unpaid position, the volunteer is participating in the

organization as a reliable, trustworthy, and contributing member of the team.

MAOCC relies on volunteers' punctuality and commitment to our programs to be successful, as well as their respect of the staff and the families we serve. Volunteers should inform the project coordinator in a timely manner if he or she will be late or absent from a commitment.

Attire

Because of our commitment as a Christian organization that is working with, and for, children, we ask volunteers to ensure their clothing is appropriate. Shirts, skirts, and shorts should not be revealing. Graphic shirts depicting violence, racism, anarchy, or foul language - or those in support of those who do - will not be permitted.

Social Media

"Social media" includes all means of communicating or posting information or content of any sort on the internet, including websites, blogs, social networking or affinity sites, web bulletin boards or chat rooms, whether or not associated or affiliated with the organization.

As a Christian organization and ministry, what we present to the public and the impression we make are vitally important. Never post information or rumors about the organization, fellow volunteers, families, children, congregations, people working on behalf of the agency, or anyone related in any way to MAOCC.

Protecting Private Information

Do not discuss the organization's confidential business or proprietary business matters, or share confidential, personal, or identifying information.

Photographs/Cameras

Volunteers are not permitted to take photographs and/or video or audio recordings while volunteering at events where children are present unless specifically requested to do so by the Project Coordinator or Executive Director.

Harassment

Harassment is defined as verbal or physical conduct that denigrates or shows hostility toward an individual or that creates an intimidating, hostile, or offensive working environment for an individual because of his/her sex, race, color, religion, national origin, age, disability, pregnancy, or other protected class. Volunteers should be aware that MAOCC does not tolerate harassment of MAOCC's board members, employees, interns, volunteers, clients, or anyone else.

Client Interaction

The volunteer may at times come in direct contact with families or children as part of his or her work. However, the volunteer shall not provide transportation, make house visits, provide direct financial assistance, discuss confidential information, or give counsel to anyone MAOCC is working with.

Suspected Child Abuse

Because of MAOCC's work with children, we are mandated reporters, and it is imperative that we closely abide by the following policy:

If a child tells a volunteer of an incident or volunteer has reason to suspect child abuse, it MUST be reported. MAOCC defines child abuse as physical, sexual or emotional abuse, neglect of the child, or any other unsafe circumstance affecting the child. In the event a volunteer learns of or suspects child abuse, MAOCC requires the volunteer to report the incident to the Executive Director immediately. Do not ask questions of the child, as this may cause confusion or a change in the story. As soon as possible, the volunteer must document: (a) the child's exact words, (b) the date and time of the child's communication of the abuse to volunteer, and (c) a detailed description of any physical evidence. If a volunteer makes the report of suspected abuse, MAOCC will assume the volunteer's report was made in good faith. If deemed necessary, the Executive Director will report the suspected child abuse to the proper authorities.

OPEN DOOR POLICY

MAOCC requires that volunteers observe and practice a high standard of ethics with regard to their responsibilities. MAOCC has an open-door policy and encourages volunteers to share their questions, concerns, suggestions and complaints with someone who can properly address them.

Issues should first be presented to the Project Coordinator and, if necessary, the Executive Director. MAOCC will conduct a prompt investigation into all complaints raised pursuant to this policy. If warranted, corrective action will be taken. The volunteer is expected to invoke this policy in good faith and should have reasonable grounds for raising a complaint under this policy. Any volunteer who knowingly makes false allegations against MAOCC under this policy may be prohibited from performing any future volunteer work with MAOCC. MAOCC will not retaliate against

any volunteer because of complaints of harassment or discrimination or because of cooperation with any investigation. Violations or suspected violations of the policy may be reported anonymously. MAOCC will endeavor to keep those reports confidential, if possible, during its investigation.

WORKPLACE SAFETY

Drug and Smoke-Free Workplace

All events held by MAOCC are drug and smoke-free. This restriction applies to board members, employees, interns, volunteers and visitors.

Safety

It is the responsibility of each volunteer to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations.

INCLEMENT WEATHER POLICY

MAOCC's primary concern during inclement weather is to protect the safety of its staff and volunteers. If a volunteer feels it would be unsafe to travel, then the volunteer should use his or her best judgment and inform the Project Coordinator if he or she will not be coming in.

During an emergency, volunteers are responsible for any children or families to whom they are assigned. It will be his or her responsibility to ensure that the child(ren) and family/ies are led to a safe area.

STATEMENT OF FAITH

- WE BELIEVE the Bible to be the inspired, the only infallible, authoritative Word of God.
- WE BELIEVE that there is one God, eternally existent in three persons: Father, Son and Holy Spirit.
- WE BELIEVE in the deity and humanity of Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, in His present rule as Head of the Church and in His personal return in power and glory.
- WE BELIEVE that, for the salvation of lost and sinful man, repentance of sin and faith in Jesus Christ results in regeneration by the Holy Spirit and that Jesus Christ is the only way of salvation.
- WE BELIEVE in the present ministry of the Holy Spirit, by whose indwelling the Christian is enabled to live a godly life.
- WE BELIEVE in the resurrection of both the saved and the lost, they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.
- WE BELIEVE in the spiritual unity of believers in our Lord Jesus Christ, with equality across racial, gender, and class differences.

RECEIPT OF HANDBOOK STATEMENT

This is to acknowledge that I have received a copy of the Mid-Atlantic Orphan Care Coalition INC's Volunteer Handbook. I understand that it contains information about the volunteer policies and practices of the agency. I agree to read and comply with this Handbook. I understand that the policies outlined in the Handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that MAOCC retains the right to make decisions involving my volunteer status as needed in order to be most beneficial to the organization. I understand that this Handbook supersedes and replaces any and all prior Handbooks and any inconsistent verbal or written policy statements.

I understand that the organization reserves the right to revise, delete and add to the provisions of this Handbook at any time. I understand that this Handbook is not intended to create contractual obligations with respect to any matters it covers and that the Handbook does not create a contract guaranteeing that I will have volunteer status for any specific time period. I further understand that I may terminate the volunteer relationship at any time.

By signing below, I agree to hold harmless Mid-Atlantic Orphan Care Coalition and its representatives. As a volunteer, I acknowledge that I am responsible for my own safety and welfare within the extent allowable by law. I will abide by MAOCC's Handbook and Code of Conduct while serving as a volunteer of the organization.

Name: (Print) _____ Date: _____

Signature: _____