



Volunteer Handbook

This handbook has been prepared to serve as a guide for policies, benefits and general information to help you make a smooth transition into your volunteer role with Operation P.E.A.C.E.. Neither this handbook nor any provision in this handbook constitutes a contract of employment or any other type of contract. Nothing contained in this handbook shall change the relationship between Operation P.E.A.C.E., Inc. and its volunteers from that of a volunteer relationship. Operation P.E.A.C.E, Inc. reserves the right to unilaterally modify, revoke, suspend, terminate or make changes to content or application of this handbook and its procedures and policies as it deems appropriate. These changes may be implemented even if they have not been communicated, reprinted or substituted in this handbook. In addition, we reserve the right to decide not to apply any particular policy set forth herein to a given situation should it serve in the best interests of the organization.

History

Operation P.E.A.C.E., Inc. was founded in 1995, when 33 concerned college students residing in the low-income Village of Bedford Pine neighborhood met to discuss how to eradicate problems children faced in the community. The original program site was an old, unused laundry room in a basement provided by Wingate Management Company. In 1995, the program site was destroyed by fire, requiring us to temporarily relocate to the City of Atlanta J.D. Sims Cultural Center before settling at Our Lady of Lourdes where we operated for over five years. We also housed our program at 542 Boulevard, N.E., before relocating to our current program site on the Kindezi School Old Fourth Ward campus. Today, we offer year-round academic enrichment through our After-School Program and Summer Academy.

Our founders envisioned a program that would give children examples of positive adult images to replace those of drug dealers and inner-city elements that placed them at high risk for juvenile delinquency. These college students invested their time in the community, gave the children tangible examples of self-improvement through education, and fostered a spirit of volunteerism that spread and influenced many others to lend a hand. These volunteers have made invaluable contributions and proved indispensable to the community's progress. We welcome you to add your name to our "family tree" and become an Operation P.E.A.C.E. volunteer!

Your service will allow us to continue to fulfill our mission to "develop the community by supporting and empowering families to be economically self-sufficient; nurturing academic excellence and teaching life skills to youth; and encouraging seniors to be active and remain a vital part of the community."

Our Program Site and Administrative Office location is at 386 Pine Street N.E., Atlanta, Georgia 30308. The community center is easily accessible, by MARTA and Interstate 75/85. Operation P.E.A.C.E. Administrative Office hours are 10 a.m. – 6 p.m., Monday-Friday.

You can contact us at:

Operation P.E.A.C.E., Inc.

386 Pine Street N.E.

Atlanta, Georgia 30308

Phone: (404) 347-4040

Fax: (404) 872-8633

Email: opeace@bellsouth.net

Welcome

We extend a heartfelt welcome to those who are just beginning to volunteer with Operation P.E.A.C.E., Inc. We truly appreciate your efforts. It is our dedicated staff and volunteers who are the backbone of the organization and the major key to our success and reputation. Working in the “spirit of cooperation” we can continue to blossom

The staff and students welcome active and visible parent involvement. Volunteerism enriches the learning environment of our children as well as the lives of those who donate their time.

We look forward to your continued interest, support and involvement in our Center and community. Enjoy your time with us and do not hesitate to share your insights, questions and concerns. We rely on your feedback for continued growth and improvement of our Volunteer Program.

During the course of your volunteer assignment with Operation P.E.A.C.E. we ask that you adhere to the following conduct:

- Maintain a positive, courteous and helpful attitude at all times;
- Maintain a professional, yet casual appearance, i.e., daily hygiene and no excessively tight or revealing clothing;
- Ask questions if you are not sure, before proceeding with a task or assignment;
- Keep “your word” regarding your volunteer schedule of hours; and
- Refrain from the use of profanity or inappropriate language.

Volunteer Code of Ethics

Confidentiality

A volunteer operates in a position of trust. Personal information pertaining to students must be kept confidential, as well as conversations between parents, teachers and students.

Communication

Always direct other parents’ concerns to the Lead Teacher, and if necessary, the Program Director. It is the Center’s responsibility to inform parents about student progress or behavioral concerns. If problems or concerns arise, first discuss them with the appropriate staff member before engaging in direct discussions with parents.

Dependability

The Center relies on your support. Please follow through on tasks by committing to scheduled times. Give notice of absence, whenever possible.

Respect for Others

Children learn from watching us. Model patience and understanding toward the children and staff. This helps learners’ value and apply such qualities.

Role

Volunteers are in place to support the needs of teachers, students and the program. Tasks should be carried out accordingly. Volunteers are not charged with evaluating staff and should refrain from operating outside of their specific volunteer role.

Our Door is Always Open

From time to time as a volunteer, a situation may arise that raises a question regarding the interpretation or application of a policy. If you notice an existing or developing problem, please do not keep it to yourself. Discuss the matter with a Lead Teacher or the Program Director so a timely solution can be developed.

Media Inquiries

All inquiries from the media (i.e., newspaper, television, radio, reporters) should be directed to the Executive Director. No public comments, remarks, speeches or statements should be made to the press on behalf of Operation P.E.A.C.E. business and operations.

Volunteer Procedures

Personal Property

Please leave all valuables, such as a purse, locked in your vehicle and out of plain view as we have no place in the Center to secure them.

Entrance and Exit

- Sign in and sign out each time you volunteer
- Accurately recording volunteer hours can serve as in-kind leverage for grant opportunities, so it is very important that you accurately document your volunteer time.

Work Routine:

- Familiarize yourself with the rules and routines of the Center and classroom.
 - Please ask questions, if unsure about a direction or routine.
- Be open and honest in your communication to the staff and administration. If you feel a problem exists, identify and communicate your concerns directly to a staff member.
- As a volunteer, you are **not** expected to be responsible for the actions of the children or for administering discipline. If a student is disruptive, seek assistance from the Lead Teacher or the Program Director.
- In the course of your volunteer work at our Center, you may learn confidential information about students, parents or teachers. You are expected to keep this information confidential in all settings. Whether, inside or outside the school, we ask that you exercise this practice just as you would wish your own privacy rights to be respected. There are times when student confidences cannot be kept. If a student confides a desire to harm him or herself, or that they are being abused, immediately report this information to the Program Director.
The guideline to follow is: *Any information which, if shared, with a parent and/or administrators may save someone from harm must be shared.*

Orientation

All volunteers are required to attend an orientation session and review all supplemental materials. A volunteer file will be established and will contain the following content:

1. Volunteer Profile
2. Volunteer Contract
3. Signed Acknowledgement of receipt of Volunteer Handbook
4. Duties and Responsibilities
5. Copy of Photo ID
6. Signed Liability Wavier and Photo Release Form
7. Background Check

Volunteers are required to sign in and out everyday via the Volunteer Log located at front desk of the Center.

Safety and Health

Safety is everyone's business, when volunteering you're responsible for helping to keep the Center neat and orderly. Volunteers are also expected to immediately report any unsafe conditions, practice and/or malfunctioning equipment for correction. Volunteers are to report any personal injuries or incidents involving our youth or the public that occur on the property.

- All student accidents or injuries must be reported to the parent/guardian. Therefore, the volunteer should complete an Incident Report describing details of how the accident occurred. Turn the completed form in to the student's assigned Lead Teacher.
- Do not leave an injured child to seek assistance. Send a child or another adult to report that you need such assistance.

If it is necessary for you to seek medical treatment or evaluation, the Program Director will assist in making arrangements. If they are unavailable, and you or a student are in need of emergency medical services, the students assigned Lead Teacher will call 911.

Center Etiquette and Rules

Dress Code and the Workplace

Since volunteers are constantly in view of children, visitors and children, you are expected to maintain a professional appearance while on duty. Clothing must be neat, clean and appropriate to the job function you are performing. While you are permitted to wear t-shirts, knee length shorts, jeans and sneakers, they should not be worn if they display profanity, racial and/or sexually explicit or exploitative language.

Telephone Protocol

It is requested that you answer the telephone in an appropriate matter. Answer the phone by identifying the Center, yourself and greet the caller. Example: "Good Morning, Operation P.E.A.C.E., this is John Doe speaking. How may I help you?" Excessive phone usage for personal matters is prohibited.

Sexual Harassment and Discrimination Prohibited

Operation P.E.A.C.E. Inc. is committed to maintaining a workplace free from discrimination or harassment on the basis of race, color, sex, creed, national origin, ancestry, religion, sexual orientation, age, veteran's status or handicap of qualified individuals.

Volunteers found to have discriminated against or sexually harassed another employee/volunteers, an applicant for employment, or a user of our services (children or adults) shall be subjected to discipline, including termination. Operation P.E.A.C.E. will reprimand anyone who retaliates against an employee because that employee either filed a complaint of discrimination or sexual harassment or cooperated in the organization's investigation of a discrimination or harassment complaint. Discipline may range from a warning to discharge, depending upon the circumstances of each incident.

Employees or Volunteers found to have discriminated against or sexually harassed another employee/volunteers, or a user of our services (children or adults) shall be subjected to discipline, including being banned from the Program Site. If you believe you have been harassed or discriminated against in violation of this policy, you should notify the Program Director.

We would like to learn about and respond to every allegation of harassment. We request that you promptly approach the Program Director if you believe you have been harassed. All complaints will be investigated with as much privacy and confidentiality as possible. Including private interviews with all concerned parties and witnesses. You will be advised when the investigation is concluded.

Office Security and Confidentiality

No volunteers may remove any property belonging to Operation P.E.A.C.E., Inc. without prior authorization. We have the right to search and inspect any property on our premises, including book bags, duffle bags, boxes, etc.

Use of Communication Equipment/Computers/Email/Internet

This policy provides guidelines for the acceptable use of Operation P.E.A.C.E. electronic communications systems. Electronic communications include the Internet, voice mail, email, facsimiles, instant messenger programs, social media outlets, telephone and any other form of electronic communications. You should realize that Operation P.E.A.C.E. explicitly reserves the right to monitor or review any information stored or transmitted electronically using its equipment at any time, for any reason or for no reason.

Volunteers may use our electronic communications with management approval for occasional, non-business and personal purposes. However, in no event should the system be used to transmit offensive or derogatory information. Users are expected to adhere to federal and state laws, including computer use statutes. Electronic communications must not be used for purposes that are otherwise prohibited. Examples of prohibited uses include but are not limited to:

- Viewing pornography;
- Sexual harassment or discrimination;
- Racial or national origin slurs, disparagement, profanities;
- Personal insults;
- Gambling; and
- Traffic in stolen property.

All illegal activity such as transmitting, displaying or creating material in violation of any federal or state law is prohibited. The illegal use of copyrighted material; threatening; indecent or obscene material; or material protected by trade secret.

Hazardous Waste and the Right to Know

In accordance with Federal and State rights to know laws, all volunteers have the right to review Material Safety Data Sheets (MSDSs) concerning any hazardous material that they handle or are exposed to while performing job duties.

Drug and Smoke Free Workplace

Operation P.E.A.C.E., Inc. is committed to providing a safe work environment and fostering the well-being and health of its volunteers. That commitment is jeopardized when volunteers illegally use drugs on the job; come to work under the influence; possess, distribute or sell drugs in the workplace. Smoking is strictly prohibited at the Center. It is our priority is to set positive examples for children.

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|--------------------------------|
| JOB TITLE: TUTOR MENTOR |
|--------------------------------|

JOB PURPOSE: MENTOR YOUTH

Interact and assist youth with completing homework.

ESSENTIAL JOB RESULTS:

___ **1. INTERACT WITH YOUTH**

Encourage youth to follow directions; guide youth in activities and facilitate activities.

___ **2. ASSIST YOUTH WITH HOMEWORK**

Work one-on-one or in a small group; review questions; answer questions; check homework for accuracy.

___ **3. ASSIST TEACHER**

Manage classroom interactions, resources and/or supplies.

___ **4. ASSIST WITH SNACKS**

Manage snack distribution and clean up procedures.

___ **6. RESEARCH FOR LESSON PLANNING**

Gather topic, subject or activity information.

___ **7. ASSIST WITH ADMINISTRATIVE TASKS**

Use computer to draft flyers, field trip permission slips and parent notices.

___ **8. PROVIDES INFORMATION**

Respond to general inquires about the Program.

Volunteer Profile

Date: ____/____/____

(Please Circle) Are you a: Volunteer, Intern or Work Study Student?

Full Name: _____ DOB: ____/____/____

Local Address: _____

Local Home #: _____ Work _____ Cell _____

Permanent Address (for out of state students):

Parent/Family member name for above address: _____

Relationship _____

Permanent Home #: _____ Work _____ Cell _____

Email: _____

Emergency Contact Information

Full Name: _____ Relationship: _____

Phone: _____ Alternate Phone: _____

School Information (for students)

College: _____ Year of Graduation: _____

Classification: _____ Major: _____

Minor/Concentration(s): _____

Clubs/Activities: _____

List any special skills you may have: _____

How did you hear about Operation P.E.A.C.E.? _____

Areas of Interest

| | |
|------------------------------------|---|
| <input type="checkbox"/> Dance | <input type="checkbox"/> Math |
| <input type="checkbox"/> Music | <input type="checkbox"/> K - 2 ND Grades |
| <input type="checkbox"/> Computers | <input type="checkbox"/> 3 RD - 5 TH Grades |
| <input type="checkbox"/> Science | <input type="checkbox"/> 6 TH Grade & Up |

Schedule List your volunteer hour availability for each day below. Ex. 2 - 6

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> |

Volunteer Contract

As a volunteer of Operation P.E.A.C.E., Inc., I understand that I am expected to:

- Arrive on time and stay until my assignment is complete
- Complete volunteer training as directed by Operation P.E.A.C.E. staff
- Be courteous and respectful to the families and youth served
- Conduct myself in a professional manner at all times
- Refrain from using offensive language and conduct
- Share any concerns with a Teacher or the Program Director
- Observe all Center rules, policies and procedures
- Use all equipment and resources sensibly

I understand that for the protection and well-being of all, the following behaviors will not be tolerated and will result in immediate removal from present and future volunteer duties. These behaviors include but are not limited to:

- Falsification of any records or documents (including Volunteer Timesheets)
- Illicit or illegal sexual behavior
- Sexual harassment or harassment of any kind creating a hostile work environment
- Soliciting or accepting gratuity from children/parents
- Use of medication/drugs including alcohol that affects ability to perform duties

I acknowledge, that I have voluntarily applied to volunteer with Operation P.E.A.C.E., Inc. I understand that I will not be compensated by Operation P.E.A.C.E., Inc. or other sponsors for volunteer service rendered.

I understand that photographs or videotapes may be made of my volunteer activities during my service to Operation P.E.A.C.E., without limitation, to copy, publish, exhibit or distribute such photographs or videotapes for the purpose of reporting or promotion of Operation P.E.A.C.E., and volunteerism. I waive all rights of claims, I may have against this organization related to the above photos, videotapes, and/or quotes.

Statements that appear below apply only to applicants 18 years of age and older.

In connection with my application for volunteering, I understand that investigative background inquiries are to be made on myself. I hereby authorize Operation P.E.A.C.E. to receive any criminal history record information pertaining to me, which may be in the files of any State or Local criminal justice agency in Georgia. I understand to aid in the proper identification of my file or record, the following information as well as any other information, is necessary.

| | | | |
|--|---------------|---------------------|--------------|
| Print Name: | | Telephone #: | |
| Social Security #: | DOB: | Sex: | Race: |
| Current Address: | | | |
| City: | State: | Zip Code: | |
| Please List All States in Which You Have Lived in the Past 5 Years: | | | |
| | | | |

Volunteer Signature

Date

Parent or Legal Guardian (-18 yrs.) Signature

Date

Background Investigation Disclosure Statement

All applicants who have been offered a position as a volunteer, and in which position the person may have unsupervised access to children under 16 years of age are required to disclose the following information:

| | | | |
|----|--|------------------------------|-----------------------------|
| 1. | Have you ever been convicted of any crime against children or other persons*? <i>* “Crime against children or other persons” means a conviction of any of the following offenses: Aggravated murder; first or second degree murder; first or second degree kidnapping; first, second or third degree assault; first, second or third degree rape of a child; first or second degree robbery; first degree arson; first degree burglary; first or second degree manslaughter, first or second degree extortion; indecent liberties; incest; vehicular homicide; first degree promoting prostitution; communication with a minor; unlawful imprisonment; simple assault; sexual exploitation of minors; first or second or third degree child molestation; first or second degree sexual misconduct with a minor; patronizing a juvenile prostitute; child abandonment; promoting pornography; selling or distributing erotic material to a minor; custodial assault; violation of child abuse restraining order; child buying or selling; prostitution; felony indecent exposure; or any of these crimes as they may be renamed in the future.</i> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. | Have you been convicted of crimes relating to financial exploitation where the victim was a vulnerable adult? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3. | Have you been found in any dependency action to have sexually assaulted or exploited any minor or to have physically abused any minor? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4. | Have you been found by a court in a domestic relations proceeding to have sexually abused or exploited any minor or to have physically abused any minor? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 5. | Have you been found in any disciplinary board final decision to have sexually or physically abused or exploited any minor or developmentally disabled person, or to have abused or financially exploited a vulnerable adult? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 6. | Have you been found by a court in a protection proceeding to have abused or financially exploited a vulnerable adult? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

| |
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| If the answer is YES to any of the above questions, please describe the location, date and facts of the conviction and make references to the question being answered: |
| |
| |
| |
| |

Volunteer Signature

Date

Parent or Legal Guardian (<18 years) Signature

Date

Acknowledgment of Receipt of Volunteer Handbook

I acknowledge receiving the Operation P.E.A.C.E., Inc. Volunteer Handbook and understand that the handbook is not a contract but a guide to policies, which can be changed or discontinued at any time by Operation P.E.A.C.E.

Signature

Print Name

Date