



Volunteer Handbook

Northwest Center Against Sexual Assault

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CARE Center

4508 Prime Parkway
McHenry, IL 60050
Phone: (815) 671- 4004

Northwest CASA at Heartwood Center

1818 Dempster St.
Evanston, IL 60201

Welcome to NWCASA!

Dear Volunteer,

Thank you so much for joining the NWCASA Advocacy Team. We appreciate that you have chosen NWCASA to share your time, talent and skills. We hope that you find your experience with NWCASA to be mutually beneficial and enjoyable.

You have joined an organization that has established an outstanding reputation for quality service. Credit for this goes to every one of our volunteers and staff. We hope you, too, will find satisfaction and take pride in your work here.

This handbook provides answers to most of the questions you may have about NWCASA's programs, as well as the agency policies and procedures we abide by – our responsibilities to you and your responsibilities to NWCASA. If anything is unclear, please discuss the matter with the Community Engagement Specialist. You are responsible for reading and understanding this Volunteer Handbook, and your performance evaluations will reflect your adherence to NWCASA policies. In addition to clarifying responsibilities, we hope this handbook also gives you an indication of NWCASA's interest in the welfare of all who volunteer here.

From time to time, the information in our handbook may change. Every effort will be made to keep you informed through suitable lines of communication.

Personal satisfaction gained from doing a job well is only one of the reasons most people volunteer. Most likely, many other factors count among your reasons for volunteering – pleasant relationships and volunteering conditions are just a few. NWCASA is committed to doing its part to assure you of a satisfying volunteer experience. We are committed to supporting our volunteers and encourage you to discuss your support needs with the Community Engagement Specialist. In addition, if there is anything that you ever need, feel free to contact me at any time.

I extend to you my personal best wishes for your success and happiness at NWCASA.

Warm regards,
Kaila Zimmerman-Moscovitch
Community Engagement Specialist

You're Part of Our Team...

As a member of NWCASA's team, you will be encouraged to contribute your talents and energies to enhance survivor centered care in our community. In return, you will be given opportunities to grow and advance in your volunteer career.

Volunteering at NWCASA is "at will". No one will be denied opportunities based on age, sex, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions; nor will anyone receive special treatment for those reasons. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability once hired.



Purpose of This Handbook

This handbook has been prepared to inform you about NWCASA's history, philosophy, practices, and policies.

No volunteer handbook can answer every question; however, we have tried our best to gather all formal matters in one place.

We hope that this handbook will help you feel comfortable with us. We depend on you; your success is our success. Please don't hesitate to ask questions. The Community Engagement Specialist will gladly answer them. We believe you will enjoy your work and getting to know fellow volunteers while with NWCASA. We also believe you will find NWCASA a good place to volunteer.

We ask that you read this handbook carefully and refer to it whenever questions arise concerning the procedure. You're always encouraged to reach out to the community engagement specialist for clarifications when needed.

Table of Contents

Welcome to NWCASA	2
You're Part of the Team	3
Purpose of this Handbook	3
Table of Contents	4
About NWCASA	5
Mission Statement	
Background	
What You Can Expect from NWCASA	6
What NWCASA Expects from You	7
NWCASA's Volunteer Perogative	8
Volunteer Roles and Requirements	9
Outreach Volunteer	10
Volunteer Advocate Trainee	11-12
Volunteer Prevention Advocate	13-14
Volunteer Hotline Advocate	15-16
Medical/Legal Volunteer Advocate	17-19
Lead Volunteer Advocate	20-22
Northwest CASA Hospitals	10
Volunteering Policies	10
Absence and Lateness	10
Anniversary Date	10
Background Check	10
Confidential Information	10-11
Client Relations	11
Grievances	12
Harassment	12
Mandated Reporter Status	13
Substance Abuse	13
Standards of Conduct	14
Unacceptable Activities	14-15
Dismissal	15
Additional Policies	16
Direct Service Supervision	16
Dress Code	16

Paperwork

16

Volunteer Coordinator

17

About NWCASA

Mission Statement

To empower individuals impacted by sexual harm and engage communities to end sexual violence.

Background

NWCASA is a non-profit, full-service agency dedicated to serving sexual assault/sexual abuse survivors, their families and significant others throughout North and Northwest Cook County as well as McHenry County via the CARE Center, Satellite Office. Our agency offers a variety of **free** services that include medical/legal advocacy, counseling, and crisis intervention as well as community education and prevention. NWCASA has been responding to the needs of survivors of sexual violence and their significant others for more than 40 years.



What You Can Expect from NWCASA

1. To receive a clear and specific job description.
2. To be trusted with confidential information that will help carry out assignments.
3. To receive orientation, training, on-going support and supervision for the jobs they accept and know why they are being asked to do a task.
4. To expect that volunteer files will be kept, documenting volunteer experience, positions held, training, evaluation, and commendation.
5. To expect that their individual rights will be respected, and that volunteers will be treated with courtesy and consideration.
6. To have all these things done in a spirit of friendliness and cooperation so that NWCASA will continue to be known as “a leader in survivor care!”
7. To have many volunteer opportunities to support survivors in our community.
8. NWCASA can provide verification of volunteer service upon request.

What NWCASA Expects from You

1. To know your own duties and how to do them promptly, correctly and pleasantly.
2. To appreciate and understand the vital role of an advocate.
3. To maintain your volunteer position and role throughout your time with NWCASA
4. To cooperate and maintain a positive relationship with the Community Engagement Specialist, Advocacy Team/NWCASA Staff, and your fellow volunteers.
5. To uphold the confidentiality regulations provided under IL law and under NWCASA's policy for those people who seek information, counseling, and advocacy services.
6. To uphold a victim's right to absolute privilege.
7. To maintain the privacy of other personnel associated with NWCASA.
8. To maintain NWCASA professional standards in the community as you are an extension of NWCASA.
9. To always uphold standards per ICASA policies.
10. Expected to remain with the survivor throughout the hospital visit, with the survivor's permission.
11. Required to complete 40 Hour Crisis Intervention Training, including participation, group activities and role plays, and quizzes.
12. Required to complete 20 Hour Volunteer Training, including participation, group activities, and role plays
13. Required to join monthly volunteer meetings.
14. Required to sign a volunteer agreement

NWCASA'S Volunteer Prerogative

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making NWCASA an agency where you can approach the Community Engagement Specialist, or any other member of the agency, to discuss any problem or question. We encourage you to voice your opinions and contribute your suggestions to improve the quality of NWCASA.

Remember, your partnership helps to create the healthy, pleasant, and safe volunteering conditions that NWCASA intends for you. Your dignity and that of fellow volunteers, as well as that of our clients, is important. NWCASA needs your help in making each volunteering experience enjoyable and rewarding.

Volunteer Roles and Requirements

NWCASA offers various positions ensuring volunteers can be placed in a role that is healthy, educational, and desirable for you. Please find the six roles offered along with their respective descriptions and requirements listed in the following pages. It is our goal to engage volunteers within our agency. With these roles, we offer volunteers the space to move forward to different programs based on their interest, commitment, and willingness and dedication to uphold volunteer responsibilities.

The following is applicable to every volunteer position:

- All Volunteer's must complete the 40 –hour training, or already have a 40-hour certificate from a credible organization. NWCASA does provide 40-hour classes occasionally throughout the year. NWCASA's 40-hour provides extensive training that is valuable to each role. After completion of 40-hour training you will be provided with a certificate of completion.
 - NWCASA's pricing structure for 40-hour is as follows:
 - Students (With valid school ID): \$75
 - Community Members: \$150
 - Professionals: \$200
 - If you or your organization is unable to pay the full price, we will be happy to work with you. We will not turn away any individual or organization, regardless of ability to pay.
 - As a Non – Profit organization our Center also requests that all Volunteer's must pay a \$75 sustainability honorarium. Honorariums are reimbursed to all positions after one year of volunteer participation is met. Honorarium's must be paid prior to volunteer training. Please note that the honorarium is separate from 40-hour training fee for our center. If this presents an issue for any volunteer, please reach out to your community engagement specialist for assistance. If you or your organization is unable to pay the full honorarium, we will be happy to work with you. We will not turn away any individual or organization, regardless of ability to pay.

Outreach Volunteer

Description:

The focus of the Outreach Volunteer is raising awareness of sexual violence in our community and informing people of NWCASA's ability to help. Outreach volunteers aid NWCASA in fundraising and advertising outreach events. As an Outreach Volunteer one may help organize, create, and attend events while engaging in meaningful relationships with the community.

Hours per Month:

Supervisor: Community Engagement Specialist

Responsibilities:

- Aid in setting up fundraising and outreach events
- Aid in advertisement of events
- Attend fundraising and outreach events as volunteers
- Generate positive connections and relationships within our communities (community members, local businesses, doctor offices, etc.)
 - Help generate awareness of sexual violence and NWCASA's ability to help
- Outreach volunteers must attend at least two volunteer meetings within a calendar year
- Outreach volunteers may also help in administrative tasks at the Arlington Heights or McHenry Office and have the ability to advance
- Must uphold all of NWCASA's stipulations in volunteer agreement and handbook

Skills and Qualifications:

- Must be 40-Hour Crisis Intervention Trained
- Must be 17 years or older
- Knowledge of sexual violence issues
- Ability to deal sensitively with victims of sexual violence and their significant others
- Able to work independently and to prioritize/organize tasks
- Ability to provide own transportation to reach all fundraising and outreach events

Volunteer Advocate Trainee

Description:

The role of a Volunteer Advocate Trainee is to provide support to the 24/7 crisis hotline. This includes answering hotline calls, providing information and referrals on calls, responding to partner hospitals in NWCASA's service area, and providing documentation within a timely manner. Advocates work directly with survivors of sexual assault and their significant others. The Volunteer Advocate Trainee will commit to a 1-year volunteer agreement and pay a sustainability honorarium of \$75.

Hours per Month: 24

Supervisor: Community Engagement Specialist

Responsibilities:

- Must commit to and uphold a 1-year volunteer agreement of 24 hours (4 shifts) a month
 - Two shifts must be shadowed by a Legal/Medical Advocate
- Must be able to attend at least two NWCASA volunteer meetings in a calendar year
- Must submit paperwork to the correct office in a timely manner (within 48 hours of a call)
- Aid in setting up fundraising and outreach events
- Aid in advertisement of events
- Attend fundraising and outreach events as volunteers
- Generate positive connections and relationships within our communities (community members, local businesses, doctor offices, etc.)
 - Help generate awareness of sexual violence and NWCASA's ability to help
- Volunteers must attend at least two volunteer meetings within a calendar year
- Volunteers may also help in administrative tasks at the Arlington Heights or McHenry Office and have the ability to advance
- Must uphold all of NWCASA's stipulations in volunteer agreement and handbook

24/7 Hotline Crisis Intervention:

- Answer calls during assigned shifts
 - Hotline Crisis Calls – Individuals looking for immediate help
 - Hotline Information/Referral calls – Individuals looking for information on resources available to them
 - Hospital Calls – Survivors needing an advocate in the hospital setting
- Work closely with survivors in a hospital setting
 - Provide emotional support, appropriate information, and referrals when necessary
- Abide by Northwest CASA's mission statement
- Respect and maintain confidentiality of clients and their significant others
- Submit documentation to the Community Engagement Specialist within the provided timeframe

Skills and Qualifications:

- Volunteer must be 40-hour Sexual Assault Crisis Intervention Trained
- Volunteer must complete an additional 20-hour volunteer advocate training not included in the 40-hour required by all volunteers at NWCASA
- Must be 18 years or older
- Knowledge of sexual violence issues
- Ability to deal sensitively with victims of sexual violence and their significant others
- Able to work independently and to prioritize/organize tasks
- Ability to provide own transportation to reach all hospitals designated in NWCASA service area
- Has not received any medical/legal advocacy within the past year or counseling at Northwest CASA within the past two years (themselves or anyone in their immediate family)
- Geographic placement based on ability to reach partner hospitals within state mandated 1 hour:
 - Cook County Volunteers – 8 Partner Hospitals
 - Alexian Brothers Medical Center, Elk Grove Village
 - Glenbrook Hospital, Glenview
 - St. Alexius Medical Center, Hoffman Estates
 - Lutheran General, Park Ridge
 - Northwest Community Hospital, Arlington Heights
 - Skokie Hospital, Skokie
 - St. Francis, Evanston
 - Evanston Hospital, Evanston
 - McHenry County Volunteers – CARE Center Satellite Office – 3 Partner Hospitals
 - Northwestern McHenry
 - Northwestern Huntley
 - Northwestern Woodstock
-

Volunteer Prevention Advocate

Description:

The role of a Volunteer Prevention Advocate is to provide support to the 24/7 crisis hotline. This includes answering hotline calls, providing information and referrals on calls, responding to partner hospitals in NWCASA's service area, and providing documentation within a timely manner. Advocates work directly with survivors of sexual assault and their significant others. A Volunteer Prevention Advocate can also assist with and focus on prevention measures against sexual assault.

Hours per Month: 12

Supervisor: Community Engagement Specialist

Responsibilities:

- Volunteer must take 12 hours (2 shifts) a month on the 24/7 Crisis Hotline
- Must be able to attend at least two NWCASA volunteer meetings in a calendar year
- Able to aid in NWCASA's Clothesline project
- Aid in setting up fundraising and outreach events
- Aid in advertisement of events
- Attend fundraising and outreach events as volunteers
- Generate positive connections and relationships within our communities (community members, local businesses, doctor offices, etc.)
 - Help generate awareness of sexual violence and NWCASA's ability to help
- Volunteers may also help in administrative tasks at the Arlington Heights or McHenry Office and have the ability to advance
- Must be able to volunteer at NWCASA fundraising and outreach events
- Must uphold all of NWCASA's stipulations in volunteer agreement and handbook

24/7 Hotline Crisis Intervention:

- Answer calls during assigned shifts
 - Hotline Crisis Calls – Individuals looking for immediate help
 - Hotline Information/Referral calls – Individuals looking for information on resources available to them
 - Hospital Calls – Survivors needing an advocate in the hospital setting
- Work closely with survivors in a hospital setting
 - Provide emotional support, appropriate information, and referrals when necessary
- Abide by Northwest CASA’s mission statement
- Respect and maintain confidentiality of clients and their significant others
- Submit documentation to the Community Engagement Specialist within the provided timeframe

Skills and Qualifications:

- Volunteers must complete an additional 20-hour volunteer advocate training not included in the 40-hour required by all volunteers at NWCASA
- Volunteer has upheld a 1-year volunteer agreement of 24 hours (4 shifts) a month
 - Two shifts must be shadowed by a Legal/Medical Advocate
- Must be 18 years or older
- Knowledge of sexual violence issues
- Ability to deal sensitively with victims of sexual violence and their significant others
- Able to work independently and to prioritize/organize tasks
- Ability to provide own transportation to reach all hospitals designated in NWCASA service area
- Has not received any medical/legal advocacy within the past year or counseling at Northwest CASA within the past two years (themselves or anyone in their immediate family)
- Geographic placement based on ability to reach partner hospitals within state mandated 1 hour:
 - Cook County Volunteers – 8 Partner Hospitals
 - Alexian Brothers Medical Center, Elk Grove Village
 - Glenbrook Hospital, Glenview
 - St. Alexius Medical Center, Hoffman Estates
 - Lutheran General, Park Ridge
 - Northwest Community Hospital, Arlington Heights
 - Skokie Hospital, Skokie
 - St. Francis, Evanston
 - Evanston Hospital, Evanston
 - McHenry County Volunteers – CARE Center Satellite Office – 3 Partner Hospitals
 - Northwestern McHenry
 - Northwestern Huntley
 - Northwestern Woodstock

Volunteer Hotline Advocate

Description:

The role of a Volunteer Hotline Advocate is to provide support to the 24/7 crisis hotline. This includes answering hotline calls, providing information and referrals on calls, responding to partner hospitals in NWCASA's service area, and providing documentation within a timely manner. Advocates work directly with survivors of sexual assault and their significant others.

Hours per Month: 24

Supervisor: Community Engagement Specialist

Responsibilities:

- Volunteer must take 24 hours (4 shifts) a month on the 24/7 Crisis Hotline
- Must be able to attend at least four NWCASA volunteer meetings in a calendar year
- Must submit paperwork to the correct office in a timely manner (within 48 hours of a call)

- Able to aid in NWCASA's Clothesline project
- Aid in setting up fundraising and outreach events
- Aid in advertisement of events
- Attend fundraising and outreach events as volunteers
- Generate positive connections and relationships within our communities (community members, local businesses, doctor offices, etc.)
 - Help generate awareness of sexual violence and NWCASA's ability to help
- Volunteers may also help in administrative tasks at the Arlington Heights or McHenry Office and have the ability to advance
- Must be able to volunteer at NWCASA fundraising and outreach events
- Must uphold all of NWCASA's stipulations in volunteer agreement and handbook

24/7 Hotline Crisis Intervention:

- Answer calls during assigned shifts
 - Hotline Crisis Calls – Individuals looking for immediate help
 - Hotline Information/Referral calls – Individuals looking for information on resources available to them
 - Hospital Calls – Survivors needing an advocate in the hospital setting
- Work closely with survivors in a hospital setting
 - Provide emotional support, appropriate information, and referrals when necessary
- Abide by Northwest CASA's mission statement
- Respect and maintain confidentiality of clients and their significant others
- Submit documentation to the Community Engagement Specialist within the provided timeframe

Skills and Qualifications:

- Volunteer must complete an additional 20-hour volunteer advocate training not included in the 40-hour required by all volunteers at NWCASA
- Volunteer has upheld a 1-year volunteer agreement of 24 hours (4 shifts) a month
 - Two shifts must be shadowed by a Legal/Medical Advocate
- Must be 18 years or older
- Knowledge of sexual violence issues
- Ability to deal sensitively with victims of sexual violence and their significant others
- Able to work independently and to prioritize/organize tasks
- Ability to provide own transportation to reach all hospitals designated in NWCASA service area
- Has not received any medical/legal advocacy within the past year or counseling at Northwest CASA within the past two years (themselves or anyone in their immediate family)
- Geographic placement based on ability to reach partner hospitals within state mandated 1 hour:
 - Cook County Volunteers – 8 Partner Hospitals
 - Alexian Brothers Medical Center, Elk Grove Village
 - Glenbrook Hospital, Glenview
 - St. Alexius Medical Center, Hoffman Estates
 - Lutheran General, Park Ridge
 - Northwest Community Hospital, Arlington Heights

- Skokie Hospital, Skokie
- St. Francis, Evanston
- Evanston Hospital, Evanston
- McHenry County Volunteers – CARE Center Satellite Office – 3 Partner Hospitals
 - Northwestern McHenry
 - Northwestern Huntley
 - Northwestern Woodstock

Medical/Legal Volunteer Advocate

Description:

The role of a Medical Volunteer Advocate is to provide support to the 24/7 crisis hotline. This includes answering hotline calls, providing information and referrals on calls, responding to partner hospitals in NWCASA's service area, and providing documentation within a timely manner. Advocates work directly with survivors of sexual assault and their significant others. The role of a Legal Volunteer Advocate is to provide support to survivors and their significant others during the legal process. This includes attending court and providing survivors with updates. If volunteer takes more than 24 hours (4 shifts) a month on the 24/7 Crisis Hotline, they are eligible for contractual pay starting on the 5th shift.

Hours per Month: 24

Supervisor: Community Engagement Specialist

Responsibilities:

- Volunteer must take 24 hours (4 shifts) a month on the 24/7 Crisis Hotline
- If volunteer takes more than 24 hours (4 shifts) a month on the 24/7 crisis hotline, they are eligible for contractual pay starting on the 5th shift
- Must be able to attend at least six NWCASA volunteer meetings in a calendar year
- Must submit paperwork to the correct office in a timely manner (within 48 hours of a call)
- Volunteer is able to attend NWCASA and community meetings
- Volunteer is able to assist with legal advocacy with proper training
- Able to aid in NWCASA's Clothesline project
- Aid in setting up fundraising and outreach events
- Aid in advertisement of events
- Attend fundraising and outreach events as volunteers
- Generate positive connections and relationships within our communities (community members, local businesses, doctor offices, etc.)
 - Help generate awareness of sexual violence and NWCASA's ability to help
- Volunteers may also help in administrative tasks at the Arlington Heights or McHenry Office and have the ability to advance
- Must be able to volunteer at NWCASA fundraising and outreach events
- Must uphold all of NWCASA's stipulations in volunteer agreement and handbook

24/7 Hotline Crisis Intervention:

- Answer calls during assigned shifts
 - Hotline Crisis Calls – Individuals looking for immediate help

- Hotline Information/Referral calls – Individuals looking for information on resources available to them
- Hospital Calls – Survivors needing an advocate in the hospital setting
- Work closely with survivors in a hospital setting
 - Provide emotional support, appropriate information, and referrals when necessary
- Abide by Northwest CASA’s mission statement
- Respect and maintain confidentiality of clients and their significant others
- Submit documentation to the Community Engagement Specialist within the provided timeframe

Skills and Qualifications:

- Volunteer must complete an additional 20-hour volunteer advocate training not included in the 40-hour required by all volunteers at NWCASA
- Volunteer must complete an additional 10-hour legal advocacy training if they are interested in becoming a legal advocate volunteer
- Volunteer has upheld a 1-year volunteer agreement of 24 hours (4 shifts) a month
 - Two shifts must be shadowed by a Legal/Medical Advocate
- Must be 18 years or older
- Knowledge of sexual violence issues
- Ability to deal sensitively with victims of sexual violence and their significant others
- Able to work independently and to prioritize/organize tasks
- Ability to provide own transportation to reach all hospitals designated in NWCASA service area
- Has not received any medical/legal advocacy within the past year or counseling at Northwest CASA within the past two years (themselves or anyone in their immediate family).
- Geographic placement based on ability to reach partner hospitals within state mandated 1 hour:
 - Cook County Volunteers – 8 Partner Hospitals
 - Alexian Brothers Medical Center, Elk Grove Village
 - Glenbrook Hospital, Glenview
 - St. Alexius Medical Center, Hoffman Estates
 - Lutheran General, Park Ridge
 - Northwest Community Hospital, Arlington Heights
 - Skokie Hospital, Skokie
 - St. Francis, Evanston
 - Evanston Hospital, Evanston
 - McHenry County Volunteers – CARE Center Satellite Office – 3 Partner Hospitals
 - Northwestern McHenry
 - Northwestern Huntley
 - Northwestern Woodstock
- Geographic placement based on ability to reach local court houses
 - Cook County: Cook County Circuit Court - Rolling Meadows and Skokie Courthouse
 - McHenry County: McHenry County Circuit Court Clerk

Lead Volunteer Advocate

Description:

The role of a Lead Volunteer Advocate is to provide support to the 24/7 crisis hotline. This includes answering hotline calls, providing information and referrals on calls, responding to partner hospitals in NWCASA's service area, and providing documentation within a timely manner. Advocates work directly with survivors of sexual assault and their significant others. A lead volunteer advocate can act as backup on our hotline and can provide support to other volunteers.

Hours per Month: 24 hours

Supervisor: Community Engagement Specialist

Responsibilities:

- Volunteer must take 24 hours (4 shifts) a month on the 24/7 Crisis Hotline
- If volunteer takes more than 24 hours (4 shifts) a month on the 24/7 crisis hotline, they are eligible for contractual pay as backup. This means the volunteer will be on call for a full 24 hours as backup and to provide support to other volunteers
- Volunteers are able to provide support to other volunteers
- Volunteers are able to mentor other volunteers
- Must be able to attend at least twelve NWCASA volunteer meetings in a calendar year
- Must submit paperwork to the correct office in a timely manner (within 48 hours of a call)
- Volunteer is able to attend NWCASA and community trainings
- Volunteer is able to attend NWCASA and community meetings
- Volunteer is able to assist with legal advocacy with proper training
- Able to aid in NWCASA's Clothesline project
- Aid in setting up fundraising and outreach events
- Aid in advertisement of events
- Attend fundraising and outreach events as volunteers
- Generate positive connections and relationships within our communities (community members, local businesses, doctor offices, etc.)
 - Help generate awareness of sexual violence and NWCASA's ability to help
- Volunteers may also help in administrative tasks at the Arlington Heights or McHenry Office and have the ability to advance
- Must be able to volunteer at NWCASA fundraising and outreach events
- Must uphold all of NWCASA's stipulations in volunteer agreement and handbook

24/7 Hotline Crisis Intervention:

- Answer calls during assigned shifts
 - Hotline Crisis Calls – Individuals looking for immediate help
 - Hotline Information/Referral calls – Individuals looking for information on resources available to them
 - Hospital Calls – Survivors needing an advocate in the hospital setting
- Work closely with survivors in a hospital setting
 - Provide emotional support, appropriate information, and referrals when necessary
- Abide by Northwest CASA's mission statement
- Respect and maintain confidentiality of clients and their significant others
- Submit documentation to the Community Engagement Specialist within the provided timeframe

Skills and Qualifications:

- Volunteer must complete an additional 20-hour volunteer advocate training not included in the 40-hour required by all volunteers at NWCASA
- Volunteer must complete an additional 10-hour legal advocacy training if they are interested in becoming a legal advocate volunteer
- Volunteer has upheld a 1-year volunteer agreement of 24 hours (4 shifts) a month
 - Two shifts must be shadowed by a Legal/Medical Advocate
- Must be 18 years or older
- Knowledge of sexual violence issues

- Ability to deal sensitively with victims of sexual violence and their significant others
- Able to work independently and to prioritize/organize tasks
- Ability to provide own transportation to reach all hospitals designated in NWCASA service area
- Has not received any medical/legal advocacy within the past year or counseling at Northwest CASA within the past two years (themselves or anyone in their immediate family).
- Geographic placement based on ability to reach partner hospitals within state mandated 1 hour:
 - Cook County Volunteers – 8 Partner Hospitals
 - Alexian Brothers Medical Center, Elk Grove Village
 - Glenbrook Hospital, Glenview
 - St. Alexius Medical Center, Hoffman Estates
 - Lutheran General, Park Ridge
 - Northwest Community Hospital, Arlington Heights
 - Skokie Hospital, Skokie
 - St. Francis, Evanston
 - Evanston Hospital, Evanston
 - McHenry County Volunteers – CARE Center Satellite Office – 3 Partner Hospitals
 - Northwestern McHenry
 - Northwestern Huntley
 - Northwestern Woodstock
- Geographic placement based on ability to reach local court houses
 - Cook County: Cook County Circuit Court - Rolling Meadows and Skokie Courthouse
 - McHenry County: McHenry County Circuit Court Clerk

ER Phone: 847-657-5800
Township: Northfield

Cook County Hospitals

Ascension Alexian Brothers

800 Biesterfield Rd.
Elk Grove Village, IL 60007
ER Phone: 847-437-5500
Township: Elk Grove

Evanston Hospital

2650 Ridge Ave
Evanston, IL 60201
ER Phone: 847-570-2000
Township: Evanston

Glenbrook Hospital

2100 Pfingsten Rd.
Glenview, IL 60026

Lutheran General

1775 Dempster St.
Park Ridge, IL 60068
ER Phone: 847-723-2210
Township: Maine

Northwest Community Hospital

800 W Central Rd.
Arlington Heights, IL 60005
ER Phone: 847-618-1000
Township: Wheeling

Northshore Skokie Hospital

9600 Gross Point Rd.
Skokie, IL 60076
ER Phone: 847-677-9600
Township: Niles

Ascencion St. Alexius Medical Center

1555 Barrington Rd.
Hoffman Estates, IL 60169
ER Phone: 847-843-2000
Township: Schaumburg

St. Francis

355 Ridge Ave.
Evanston, IL 60202
ER Phone: 847-316-2440
Township: Evanston

McHenry County Hospitals

Township: Grafton

Northwestern Huntley Hospital

10400 Haligus Rd.
Huntley, IL 60142
ER Phone: 224-654-0000

Northwestern McHenry Hospital

4201 W. Medical Center Dr.
McHenry, IL 60050
ER Phone: 815-344-5000
Township: Nunda

Northwestern Woodstock Hospital

3701 Doty Road
Woodstock, IL 60098
ER Phone: 815-338-2500
Township: Dorr

Volunteering Policies

Your Community Engagement Specialist wants to help you get off to a good start. This individual will be your main contact at NWCASA. At any time, however, feel free to ask any NWCASA staff or current volunteer for help concerning anything you don't understand.

One of the first things you should do is carefully read this handbook. It is designed to answer many of your questions about the practices and policies of NWCASA, what you can expect from NWCASA, and what NWCASA expects from you.

Absence and Lateness

In order to provide the best client care. It is expected that volunteers be reliable in the performance of their volunteer duties. Volunteer attendance is expected to be dependable and punctual.

If you are unable to fill your scheduled shift, please contact the Community Engagement Specialist immediately. A 24-hour notice is preferred, but we understand that emergencies may arise. If you know of vacation or other events that will interfere with upcoming shifts, please notify your Community Engagement Specialist ahead of time. You are encouraged to reach out to other volunteers if you need shifts covered.

Anniversary Date

The first day after completion of the 40-Hour training is your “official” start of volunteering. A year to that day is your anniversary date; i.e. your one-year anniversary.

Background Check

All volunteers will be required to submit to a reference check prior to acceptance as a volunteer per ICASA’s policy. Background checks (fingerprinting through the state and DCFS) will also be run. Individuals who decline to comply with this request will not be accepted as a volunteer.

Confidential Information

Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as a volunteer. Whether this information involves staff, another volunteer, clients, or private agency business. Such information is not to be shared with your family, friends, or acquaintances.

Our clients entrust NWCASA with important information relating to their personal lives. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, NWCASA earns the respect and furthers the trust of our clients.

Any violation of confidentiality seriously injures NWCASA’s reputation and effectiveness. Therefore, please do not discuss NWCASA business with anyone who does not volunteer or work for us. Even casual remarks can be misinterpreted and repeated, so develop the personal discipline necessary to maintain confidentiality.

If someone outside the agency questions you and you are concerned about the appropriateness of giving them certain information, remember that you are not required to answer. Instead, refer the request to your Community Engagement Specialist.

Volunteers are required to sign a confidentiality agreement and compliance with that agreement is a condition of one’s participation in our programs. Because of its seriousness, disclosure of confidential information will lead to immediate dismissal.

Client Relations

The success of NWCASA depends upon the quality of the relationships between NWCASA, our volunteers, our clients, and the general public. In a sense, regardless of your position, you are NWCASA’s ambassador.

Here are several things you can do to help give clients a good impression of NWCASA:

1. Act competently and deal with clients in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with other volunteers at all times.
3. Follow up on orders and questions promptly, provide businesslike replies to inquires and requests, and perform all duties in an orderly manner.
4. Take great pride in your volunteering and enjoy doing your very best.

These are the building blocks for your and NWCASA's continued success.

Grievances

An efficient, successful operation and satisfied volunteers go hand in hand. Volunteer grievances are of concern to NWCASA, regardless of whether the problems are large or small.

In order to provide prompt and efficient evaluation of and response to grievances, NWCASA has established a formal Grievance Procedure for all volunteers. Any volunteer who needs to make a grievance claim should first report the grievance to the Community Engagement Specialist, unless the grievance is against that person. In that event, the volunteer should then make a report to the Executive Director of the agency, unless the grievance is against that person. In that event, the volunteer should then make a report to the Chairperson of the Board of Directors.

It will always be NWCASA's policy to consider every volunteer's opinion. There will be no discrimination against or toward anyone for his or her part in presenting grievances.

Harassment

NWCASA intends to provide a volunteer environment that is pleasant, healthy, comfortable, and free from intimidation, hostility, or other offenses that might interfere with volunteer performance. Harassment of any sort – verbal, physical, and visual – will not be tolerated.

Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence.

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature. When such conduct creates an intimidating environment, it prevents an individual from effectively performing the duties of their position.

As a NWCASA volunteer, you are responsible for keeping our volunteer environment free of harassment. Any volunteer who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to the Community Engagement Specialist, unless that

person is the alleged harasser. In that event, the report should be made to the Executive Director, unless that person is the alleged harasser. In that event, the report should be made to the Chair-person of the Board of Directors. When NWCASA becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether the victim's want the agency to do so.

Mandated Reporter Status

In agreeing to volunteer with NWCASA, volunteers also agree to become a mandated reporter. This means you are required to report child abuse to the Child Abuse Hotline (1-800-25-ABUSE) whenever you have reasonable cause to believe that a child may be abused or neglected.

Volunteers further understand that the privileged quality of communication between you and our clients are not grounds for failure to report suspected child abuse or neglect. Willfully failing to report suspected child abuse or neglect can result in being found guilty of a Class A misdemeanor.

As a mandated reporter, you are also required to report elder abuse should you suspect it. If you believe elder abuse is taking place, call the Elder Abuse Hotline (1-866-800-1409).

Substance Abuse

NWCASA has no desire to intrude into its volunteers' personal lives. However, both on the job and off the job involvement with any mood-altering recreational or medical substances can have an impact on our agency and on NWCASA's ability to achieve its objectives of safety and security. Therefore, you are expected to report on your shift with no mood-altering substances in your body. While you may make your lifestyle choices, NWCASA cannot accept the risk which recreational or medical substance use or abuse may create.

The possession, sale, or use of mood-altering recreational or medical substances while volunteering, shall be a violation of safe practices and will be subject to disciplinary action, including dismissal. Each volunteer signs a Substance Abuse agreement.

Standards of Conduct

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone volunteer together efficiently, effectively, and harmoniously. At NWCASA, we hold ourselves to a high standard, thus rules and authority figures simply assure that quality is maintained.

By accepting volunteering with us, you have a responsibility to NWCASA and to your fellow volunteers to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is acceptable and necessary. When each person is aware that he/she/they can fully depend upon fellow volunteers to follow the rules of conduct, then our organization will be a better place to volunteer for everyone.

Unacceptable Activities

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of NWCASA. If you have any questions concerning any volunteer or safety rule, or any of the unacceptable activities listed, please see your Community Engagement Specialist for an explanation.

Occurrences of any of the following violations, because of their seriousness, will result in immediate dismissal without warning:

1. Willful violation of any agency rule; any deliberate action that is extreme in nature and is obviously detrimental to NWCASA.
2. Being intoxicated or under the influence of controlled substances while volunteering; use of, possession, or sale of controlled substances in any quantity while on agency premises except medication prescribed by a physician which does not impair volunteer performance.
3. Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on agency property or while on duty.
4. Engaging in criminal conduct, acts of violence, or making threats of violence toward anyone on agency premises or when representing NWCASA.
5. Insubordination or refusing to obey instructions properly issued by Community Engagement Specialist.
6. Threatening, intimidating, or coercing fellow volunteers on or off the premises – at any time, for any purposes.
7. Theft of agency property or the property of fellow volunteers; unauthorized possession or removal of any agency property, including documents, from the premises without prior permission from the supervisor; unauthorized use of agency equipment or property for personal reasons; using agency equipment for profit.

8. Dishonesty; willful falsification or misrepresentation on your application for volunteering or other volunteer records; alteration of agency records or other agency documentation; falsification of any documentation.
9. Breach of confidentiality.
10. Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another volunteer on the job; willfully restricting volunteer output or encouraging others to do the same.
11. Immoral conduct or indecency on agency property.

Dismissal

Volunteers who do not adhere to the rules of the agency or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. In most cases, no volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the Community Engagement Specialist.

Volunteers may be dismissed without warning for just cause. The agency has the right to request a volunteer to leave immediately.

Grounds for immediate dismissal may include but are not limited to the unacceptable activities listed previously.

It is the Community Engagement Specialist's job to make sure the program runs smoothly. For certain issues that are up to this professional's discretion, a "three strikes" policy has been used. For example: should the Community Engagement Specialist notice an issue with a particular volunteer, the Community Engagement Specialist will discuss the issue in a professional and private manner. Should the issue continue, the Community Engagement Specialist may choose to again speak with the volunteer. This individual would be notified that should the issue continue, they will no longer be welcome to continue volunteering at NWCASA. If the issue continues, the volunteer will be dismissed.

If a volunteer is dismissed, the Community Engagement Specialist will communicate this to the volunteer via email or phone. After which, the Community Engagement Specialist will send an official letter of dismissal to the volunteer's home address. The volunteer is expected to return any agency property immediately after dismissal.

Additional Policies

Direct Service Supervision

Volunteers providing sexual assault crisis intervention are required to have individual direct service supervision. Such supervision supports volunteers through offering additional resources and facilitates ongoing learning. Volunteer supervision will be guided by the volunteer's experiences and is an opportunity for an open discussion between the Community Engagement Specialist and the Volunteer.

Required participation in direct service supervision will be in the form of quarterly volunteer meetings which allow you and your fellow volunteers a chance to receive information on NWCASA events, to review problems/solutions, and to make suggestions about your role as a volunteer.

A volunteer is also welcome to contact the Community Engagement Specialist or any other staff member **at any time** if there are questions or concerns about a particular client or case.

Dress Code

Northwest CASA must present in a professional manner to reflect the high-quality expertise we are providing our community. Clients need to feel volunteers and staff are capable to manage the vital aspects of their case in court, at the office, at events, in the hospital and in the community. Courthouses and police stations require professional attire while community and office work can require business casual. While we agree dress codes are notoriously misogynistic in nature, and we are quick to publicly support this stance, we can't put our beliefs over the potential negative impact it could cause clients. Advocacy comes in many many forms and we will continue to address such topics in the most constructive manner.

Please understand that you are expected to dress and groom yourself in accordance with accepted social and business standards, especially since your job involves dealing with clients and professionals. A neat, tasteful appearance contributes to the positive impression you make on our clients and agency professionals. You are expected to be suitably attired and groomed during volunteering hours or when representing NWCASA. Therefore, sweats, torn jeans, or clothing with profanity/slang will not be considered acceptable. Please be mindful of any political statements as we serve clients from all demographics

Professional Attire (courthouses, police stations, presentations)

- Slacks, suit jackets, dresses, professional tops, cardigans
- *Stay away from: midsection and shoulder exposure, flip flops, leggings, shorts*

Business Casual (in office, in schools, in the community)

- Presentable jeans without holes, sweaters, leggings with a top longer than your finger tips
- *Stay away from: midsection exposure, flip flops, leggings without coverage, shorts*

Hotline (in emergency room, in the community)

- Presentable jeans without holes, t-shirts, sweatshirts, sweaters, leggings with a top longer than your finger tips
- *Stay away from: midsection exposure, flip flops, leggings without coverage, shorts*

Paperwork

Volunteers must be able to fill out paperwork correctly and promptly. All of the fields of the corresponding paperwork is needed for funding, so it is important to have paperwork completed. Volunteers must keep an accurate record of all calls. It is the volunteer's responsibility to fax, mail, drop off paperwork within **24 hours for hospital calls** and within **48 hours of hotline calls**. This is extremely important, as the Community Engagement Specialist needs your paperwork in order to provide follow up to clients.

By the end of the month, all paperwork from that month **MUST** be turned in. Therefore, it may be the case that a volunteer has less than 48 hours to turn in their paperwork if they took a call at the end of the month. If the Community Engagement Specialist requests paperwork, please turn it in promptly. Our paperwork is essential for our funding and **MUST** be turned in at the end of the month to register stats in the Infonet system.

Community Engagement Specialist

Your day-to-day contact with your Community Engagement Specialist gives you a chance to receive guidance and counsel regarding your work as a volunteer. The Community Engagement Specialist can show you how your volunteering fits into the overall mission of NWCASA. The Community Engagement

Specialist can also instruct you, explain the “hows” and “whys”, and encourage you when things are a little tough.

Your Community Engagement Specialist will answer your questions to the best of their ability. They are interested in your success and are ready to do everything possible, so you feel welcome, trained, and comfortable.

Thank you for helping us build a trauma informed community and supporting survivors in our community.

Contact Information

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(she, her, hers)

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