



# Volunteer Handbook



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## Volunteering with RAHAB Ministries

Volunteers of RAHAB Ministries are those who have attended and maintained all training requirements, passed background checks, completed necessary paperwork, and have been approved by one or more Volunteer Coordinators at RAHAB. Volunteers are a vital part of our work, and we could not do this work without them.

RAHAB Volunteers are expected to uphold all of the policies, procedures, expectations, and beliefs of RAHAB Ministries while they are serving with RAHAB.

## Statement of Faith

We believe God created us to have relationship with Him and He loves to speak to us.

We believe Jesus brings down all barriers and is the only pathway to God.

We believe the Bible is awesome! We find the heart and hope of God through His words.

We believe it's our role to help others discover the love of Jesus more and more.

We believe all people are made in the image of God – our nature reflects His. He loves every person and asks us to do the same. His love for us is why Jesus came.

We believe the Holy Spirit is in each believer and He reminds and empowers us to live a full, healed, and abundant life.

We believe if people don't want to be connected to God and reject Jesus, they can choose eternity without Him.

We believe that God created us uniquely and purposefully, and that we won't find wholeness until we embrace the fullness of who God created us to be.

We believe our brokenness shows up for all of us in our relational intimacy and sexuality, and that Jesus offers to heal our brokenness.

We believe Jesus meets us where we are, invites us all to be with Him, and leads us where we need to go.

We believe heaven is a real place and is an eternal "welcome home" for any who trust Jesus.



## Core Values

### **Christ-Centered**

RAHAB exists to glorify Jesus by loving and serving survivors, each other, and our community well.

### **Relationship**

We believe that Jesus heals through relationship with Him, with each other, and with the Church. Therefore, we seek to be in a deep, intentional relationship with all who come into contact with RAHAB.

### **Relentless Pursuit**

Like Jesus models, RAHAB believes in the relentless pursuit of people with love and grace that always welcome someone back into relationship.

### **Excellence**

We engage our work with excellence, training, and best practices to provide those we serve with the quality of care they deserve.

## Volunteer Policies

These policies outline basic rules and expectations for RAHAB Volunteers. Volunteers are also expected to know and abide by all other current RAHAB policies not included in this handbook. For questions, please contact the Volunteer Coordinator for your program area.

Failure to abide by any RAHAB policy may result in termination of volunteer service. RAHAB Staff reserve the right to terminate or pause volunteer service as they see fit for the benefit of RAHAB Ministries and those we serve.

### Attendance

RAHAB Volunteers must attend all scheduled volunteering opportunities and communicate in advance to the appropriate Volunteer Coordinator should conflict arise. Inconsistency in attendance and/or communication may result in termination of volunteer service.

### Building & Property Use

RAHAB Volunteers are not permitted to access or attempt to access any RAHAB properties or vehicles outside of programming hours or during programming hours when they are not



scheduled to be there. No RAHAB properties or vehicles may be used for personal purposes.

Volunteers cannot show up unannounced to RAHAB programs or locations and all attendance must be scheduled and approved through the appropriate Volunteer Coordinator.

Volunteers are not allowed to give out the address, description, or location of any Minor Programming location. If the information must be shared, please consult a RAHAB staff member prior to sharing it with anyone.

### Guidelines to Serve

Only those who have gone through RAHAB's volunteer process, including all trainings, background checks, and necessary paperwork, and have been approved to serve in the designated program site are permitted to volunteer at the selected program site.

Volunteers are not permitted to invite those who have not gone through RAHAB's volunteer process.

### Communication

Volunteers are expected to answer phone calls, text messages, and emails from RAHAB staff promptly. If a Volunteer has a preferred method of communication, please let your Volunteer Coordinator know. However, RAHAB engages primarily with email and Volunteers are expected to respond to emails promptly.

If a Volunteer fails to maintain communication with RAHAB staff, they risk termination of volunteer service under the discretion of the Volunteer Coordinator.

RAHAB Volunteers are not permitted to communicate with clients of RAHAB utilizing personal devices (cell phone, social media, etc.) without the express consent of the Program Director. Even if permission is granted, RAHAB clients should also be given RAHAB contact information in addition to personal contact information.

### Confidentiality

RAHAB Volunteers must abide by RAHAB's Confidentiality Policy.

### Driving

Any RAHAB Volunteer who intends to drive on behalf of RAHAB must have a completed and approved MVR before driving. No volunteer is permitted to drive on behalf of RAHAB without written MVR approval.



All driving-approved Volunteers are required to maintain personal car insurance during their service to RAHAB in compliance with RAHAB's Driver Policy.

All approved Volunteers driving on behalf of RAHAB should be aware that should the Volunteer cause an accident, the Volunteer's insurance would pay out. RAHAB's insurance exists to protect RAHAB in the event RAHAB is included in an accident lawsuit.

### Funding Volunteer Service

RAHAB does not expect Volunteers to spend money as part of their volunteer service for any RAHAB Programs. Any purchases needed for the facilitation of RAHAB programming should be coordinated and pre-approved with a RAHAB staff member.

For Minor Mentoring volunteers, mentors are welcome to complete Volunteer Reimbursement forms up to the approved amount monthly. Please contact the Volunteer Coordinator for additional details.

### Reporting / Time Keeping

RAHAB Volunteers are required to maintain and submit timely and accurate records necessary for their volunteer service. This includes volunteer hours, reporting attendance or statistics, reporting in-kind donations received, incident reports, etc.

Questions about any reporting requirements should be directed to the appropriate Volunteer Coordinator.

### Representing RAHAB

Volunteers are not to speak on behalf of RAHAB or our work. If a Volunteer is asked to speak on behalf of RAHAB for any reason, please defer this request to RAHAB's website where a speaking request can be made (<https://www.rahab-ministries.org/request-a-speaker/>). We welcome your participation and support at these events, so please include if you would like to come with us or you personally know the church/organization!

If someone gives a donation intended for RAHAB or to support RAHAB programming to a Volunteer, please redirect the donation to be made directly to RAHAB at the main office (3480 W. Market St #303 Fairlawn, OH 44333) or turn it into a RAHAB staff member immediately.

Volunteers are not permitted to solicit donations of any kind (financial or in-kind) on behalf of RAHAB. All donation and solicitation needs and opportunities should be directed to the appropriate Volunteer Coordinator who will coordinate with the Director of Development.



Any in-kind donation made to RAHAB must be accurately reported to RAHAB staff and documented.

## Safety

### **Weapon Carrying**

RAHAB Volunteers are not permitted to carry any weapon during their volunteer service with RAHAB. This includes guns (including open & concealed carry), knives, or other items that may be used to cause harm. For specific questions, please contact your Volunteer Coordinator.

### **Incident Reports**

Should an incident take place during programming resulting in major or minor injury of a woman we serve, Volunteer, or staff member, appropriate action will take place with proper documentation of the incident. Depending on the severity of the incident, appropriate leadership will be notified of the incident and steps taken. Examples may include but are not limited to someone slipping and falling on ice, injuring themselves in a club, etc.

Please review the reporting steps below in case of an incident:

1. The individual will be given the appropriate attention needed on-site, as well as provided with any medical services or referrals necessary. RAHAB Volunteers are not permitted to provide medical care and should immediately call 911 if such care is needed.
2. After immediate needs are addressed, the supervisor on site will connect to the appropriate leadership and fill out a critical incident report detailing the incident and any injuries/steps taken.
  - a. Depending on the severity of the accident, the RAHAB staff member or Volunteer Team Leader will let appropriate leadership know immediately of steps taken. If emergency services are called, RAHAB leadership must be notified immediately.
3. The incident report will then be turned in for record retention with acknowledgement from necessary leadership.



Occasionally, Incident Reports will be completed for incidents such as verbal altercations, potentially dangerous situations, or uncommon occurrences. Please notify RAHAB staff of any such incidents and complete any necessary reports.

### **Emergency Situations**

RAHAB Volunteers are not medical, psychiatric, or emergency service providers. For the safety of everyone, RAHAB Volunteers must call the appropriate authorities. If a RAHAB Volunteer is unsure who to call, the volunteer should consult the appropriate RAHAB staff member.

### **Suicidal Individuals**

If a client expresses suicidal ideation or intent to harm themselves, or others, RAHAB volunteers are required to call the appropriate authorities. RAHAB staff and Volunteers are not mental health professionals and therefore should not be responsible or assessing the severity of the suicidal ideation. The Volunteer Coordinator should be notified immediately if any person expresses suicidal ideation.

If a woman expresses suicidal ideation, the staff member or Volunteer will work with her to contact a safety referral, such as a local emergency room for evaluation, and the suicide hotline number (1-800-273-8255).

Volunteers are not permitted to transport any individuals experiencing suicidal ideation.

Additional guidelines may be given by specific RAHAB programming areas. Please consult your Volunteer Coordinator for additional policies and guidance.

### **Mandated Reporting**

RAHAB Volunteers are mandated reporters of child abuse and neglect. If a Volunteer believes they have observed child abuse or neglect, they should contact the appropriate Volunteer Coordinator immediately.

With the Volunteer Coordinator, the abuse/neglect report should be made immediately upon receiving the information and should be prioritized in a timely manner. A report needs to be made to the 24/7 child abuse and neglect line in the county the child resides in.

Volunteers must fill out an incident report form and turn it in to the Volunteer Coordinator following the call.

### **Release of Liability**





RAHAB Volunteers understand that the nature of serving survivors of human trafficking is inherently dangerous and that there are risks involved with this volunteer service. RAHAB Volunteers agree upon entering their volunteer service that they will not hold RAHAB Ministries, Inc., RAHAB staff, RAHAB Board of Directors, or any other RAHAB entity liable for any injury or illness, up to and including death, incurred as a result of volunteering with RAHAB.

## Ending Volunteering

RAHAB Volunteers may exit volunteer service in one of three ways -

1. Voluntarily for any reason.
2. At the decision of the Volunteer Coordinator or another RAHAB staff member for any reason.
3. If they are also an employee of RAHAB, and their employment with RAHAB ends for any reason.

In all three cases, even if only departing for a period of time, Volunteers will be required to complete a new Volunteer Application and complete Essentials Training and additional trainings again should they decide to return to volunteer service.