

The Pennsylvania Immigrant and Refugee Women's Network



Celebrating a World of Differences & Bringing Women Together for Leadership and Fellowship

VOLUNTEER BOOKLET



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The opinions, findings, conclusions, and

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Welcome!

Thank you for your willingness to volunteer your services to the Pennsylvania Immigrant and Refugee Women's Network. We look forward to your assistance with achieving our mission of enhancing the lives of refugee and immigrant women. We hope that your association with PAIRWN will be a mutually satisfying experience. This handbook has been designed to acquaint you with our organization, what volunteering entails, and to serve as a guide for the operation and procedures of PAIRWN.

We value your interest in helping us further our mission by providing the services that we provide to empower our women. As a grassroots organization that uses most of our resources on direct services, we pride ourselves in working and relying on our volunteers and matching them, according to their skills and talents, with tasks that they find suitable and enriching. We need our volunteers not only to supplement our paid staff, but to also bring creativity and energy that is necessary for the growth of our organization. As you serve with your talent, time, and commitment, we hope you will know how much you are helping the community! Tasks vary and may include any of the following:

- Assist with letter writing campaigns
- Raise awareness of issues affecting immigrants and refugees
- Seek funding through direct contact with businesses and communities
- Attend community and board events as PAIRWN ambassadors
- Help plan our upcoming events
- Document our activities for our website
- Provide Childcare
- Perform administrative duties
- Transport women to our events
- Write newsletters, marketing materials, and grants
- Promote PAIRWN on social media
- Other individual assignments based on the volunteer's strengths

To accommodate you individually, we would like to meet with you and identify your skills and interests. Please let us know how you see yourself advancing the mission of PAIRWN to enhance the lives of refugee and immigrant women in Pennsylvania. Your service, your smile, and your contributions of time are valuable assets and we thank you. We would not be able to do this without you!

Warm Regards,

Artyce Thomas
Executive Director

Section 1: PAIRWN At A Glance

The Pennsylvania Immigrant and Refugee Women's Network, or PAIRWN, was founded in May 2001 when ten women from diverse backgrounds came together to assist one another in taking leadership roles within their communities. They saw a need for newly arriving women to gain skills and self-confidence for a successful transition to a new life.

Vision:

To honor and enhance the lives of refugee and immigrant women in Pennsylvania.

Mission:

Help refer, advocate, network, educate, and empower immigrant and refugee women to live to their fullest potential. We also strive to educate the broader community about our cultures and our contributions to American society.

To carry out its mission, PAIRWN:

- (1) Provides help and support for immigrant and refugee women and children;
- (2) Promotes understanding, respect, and friendship among the many diverse ethnic and cultural groups in our neighborhoods; and
- (3) Provides leadership training and mentoring for immigrant and refugee women.

Our Programs:

Story Circles - A monthly fellowship of women with networking and an educational component

Empowerment Circles – Support groups for survivors

Life Coaching – Personalized, goal-oriented program for healing and empowerment of survivors

Referrals – A holistically oriented support for meeting the wellness (physical, social, economic and spiritual) needs of our clients.

Community Outreach Programs – *Magnificent Healing* Play and Diversity Luncheon

CONTACTS

In case of Emergency	911
PAIRWN office	(717) 717-980-3888
Artyce Thomas, Executive Director	ext. 101
Mary Daman, Program Coordinator	ext. 102

OFFICE HOURS

Monday – Friday	9:30 A.M. - 4:30 P.M.
Saturday	Closed
Sunday	Closed except for monthly Story Circles and Board Meetings

GENERAL POLICIES

Credits for many sections of this manual: *Our House, Inc. and Casa de Esperanza.*

Starting Out

An initial meeting will take place with new volunteers to go over PAIRWN’s policies and procedures, what types of volunteering tasks you would like to do, and what days and times you are able to volunteer. When first coming in to volunteer, a staff member will provide you with a tour as well as guide you through your assignments and provide you with any feedback. Please sign in the volunteer book when starting and ending your shift. This provides a record of your volunteer participation and helps us determine our staffing needs. The volunteer sign-in book can be found in the main area by the printer.

Background Clearances

A background check is required for all in-office volunteer assignments and volunteers must pay for their own clearances. A volunteer must pass and turn in the three background checks (criminal, child abuse and/or FBI fingerprint clearances) before he or she is allowed to volunteer with us. Your assignment involves at-risk clients and deals with sensitive information.

Directions for obtaining clearances are as follows:

1. Child Abuse: Online (results in about 2 days) Cost \$8.00

Go to: <https://www.compass.state.pa.us/cwis/public/home>

Select CREATE INDIVIDUAL ACCOUNT. Make sure to enter date of birth in the exact format requested.

You will be emailed a password. Go back and login with password in INDIVIDUAL LOGIN SELECT

“Access my Clearances”. Fill out the information.

2. State Clearance: Online

Go to <https://epatch.state.pa.us/Home.jsp>

Submit a new record check and follow the instructions.

3. FBI Clearance: Online

This one takes a while, so start it first.

Go to <https://www.identogo.com/locations/pennsylvania>

Then, select “Digital Fingerprinting”. Enter this Service Code: 1KG6ZJ (DHS Volunteer), then manage/schedule an appointment.

Complete all questions. Choose the location nearest you. Make an Appointment. Take required ID.

Conflict Of Interest

PAIRWN does not allow any person who has a serious financial, personal, or work-related conflict of interest to serve as a volunteer. Please document your disclosure of conflict of interest and we will require additional information from you to determine whether your services can be utilized at this time.

Confidentiality Protocols (Adapted from *Our House, Inc.*)

Confidentiality is the basic policy of PAIRWN, please sign the confidentiality policy (in the forms section of this booklet). It requires that all information provided to volunteers, advocates, and staff by victims/survivors or by friends and families of victim/survivors, be kept confidential. The following guidelines should be adhered to at PAIRWN with callers and clients.

When talking directly with a victim/survivor:

- Notify the victim/survivor that all information will be kept confidential. Confidentiality is the beginning of empowerment, for it assures the victim/survivor that s/he alone has the right to choose to disclose information about the assault.
- Always request the victim/survivor's permission before contacting others. Example: "I want to help you but I need more information. I'd like to discuss this with my supervisor if that is okay with you"
- When filling out any log sheets, keep details concise and factual (never use a clients name).
- If you need to get another advocate for outreach or any other reason, get the victim/survivor's permission.
- Let the victim/survivor do the talking. Try not to put words into the victim/survivor's mouth. Allow the victim/survivor to decide whether you should be present at any of these interviews.
- When accompanying the victim to other service providers, do not question the answer a victim/survivor gives to others, even though it may differ from what you think you heard. You may want to ask for clarification later in private.

When talking with anyone else:

- When referring to a victim/survivor, use a general phrase such as "young woman" or "a man I am working with," NEVER a victim/survivor's name.
- Do not tell anyone that an individual has contacted you.
- Get written permission for the release of information from the victim/survivor before discussing a victim/survivor's situation with a representative of any agency or organization. (This includes referrals.)

Information about volunteers is also confidential:

- Only use your first name when talking with a victim/survivor or significant others.
- When referring to another staff member, use only first names.
- Do not give out your phone number or home address.

Personal Vehicles

Pre-selected PAIRWN volunteers may use a personal vehicle for PAIRWN's business on a pre-approved designation. Vehicles used for PAIRWN's business must be in good condition and safe. Always use a seat belt, and make sure your passengers are buckled in.

All volunteers performing any driving as a part of their normal volunteer duties must show proof of valid driver's license, registration, and insurance annually. A suspended license or cancelled insurance must be reported immediately.

PAIRWN does not reimburse volunteers for costs of parking tickets, gas, moving violations or other related fines or fees incurred while on PAIRWN's business.

Parking Information

There is free parking available in the front of the building and in the back of the building. Please try to park in the rear of the building so that our clients may have an easy access to the building.

Personal Belongings

We do not have a volunteer room where you can be provided with lockers. Please be cautious not to bring valuables into the building. PAIRWN cannot be held responsible for loss of personal property.

Phone Etiquette

When you are answering the phone, a standard greeting is: "Hello, this is PAIRWN, _____(name) speaking. May I help you?" Phones should be answered politely and competently. If you cannot answer the client's question, refer the client to a staff person by transferring the call. If no staff is available, take the client's number and question so that a staff member may call them back and answer their inquiry. If you must place a call on hold, do not leave a client on hold for more than a few minutes. Never give your phone number or a staff member's personal phone number to a client. Always give out our office phone number.

Holiday Closings

During the below holidays our office is closed:

1. New Year's Day (1st day in January)
2. Martin Luther King's Birthday (3rd Monday in January)
3. Good Friday (rotating Friday in either March or April)
4. Memorial Day (Last Monday in May)
5. Independence Day (July 4th)
6. Labor Day (1st Monday in September)
7. Thanksgiving Day (4th Thursday in November)
8. Thanksgiving Friday (Friday following Thanksgiving Day)
9. Christmas Eve (December 24th)
10. Christmas Day (December 25th)

Record Keeping

PAIRWN will keep the records of all volunteers, including the dates the service began, positions held, tasks completed, and any evaluations that may have been initiated. These records are considered confidential, yet each volunteer may arrange with a staff (Director or Coordinator) member to review these records.

Injury Prevention

"An ounce of prevention is worth a lifetime of cure." This is our general policy with safety measures on the premises. Here are some guidelines to help keep you safe:

- * Obtain adequate help with a task, and do not hurt yourself by trying to get things done fast- e.g. lifting any heavy objects.
- * Keep an eye out for potential hazards in our offices. Is there a spill, a heavy box, or a toy on the floor? Please attend to it so that no one runs into it.
- * Read and make sure that you understand our safety procedures.

Injuries

Always report any injuries to PAIRWN staff. Even if it seems small, it is important that it is reported in detail to establish a claim should complications follow. For your protection, be sure to fill out an insurance accident form for any injury, no matter how minor it might seem then.

First Aid Kit

There is a First Aid Kit located in the Kitchen drawer to the right. Please read the directions if you are unfamiliar with the basic guidelines or ask a staff member for help.

Emergencies

Please learn where fire extinguishers are and how to use them. Always remain calm in the event of an emergency. Ensure that all clients are attended to, for example, walk them out in the case of fire. Call 911, if no staff person is available to do it and, if possible, stay on the line to provide details to the dispatcher. Safety and Evacuation Plans are randomly conducted and are your responsibility. These plans are put into place to protect employees, clients, volunteers, and visitors in case of disaster.

Handicap Instructions: Should there be a handicap person (wheelchair or other); you are to assist them first to the nearest exit door.

Solicitation

Distribution or solicitation of any literature or publication within our offices and events, or to our clients, staff, and volunteers is prohibited. You may not speak on behalf of PAIRWN to the media, post on social platforms, or any other public events, on behalf of the organization, unless you have written permission to do so by the Executive Director. You are bound by confidentiality. Please direct all of the media, speaking, or publicity inquiries to the Executive Director.

Harassment

It is our belief that our employees are the primary means through which our goals and objectives are met. To that end, the rights of all employees, clients, and volunteers must be respected. It is PAIRWN's policy that all employees and volunteers enjoy a work environment free of harassment, and accordingly, all forms of harassment are strictly prohibited. Anyone found to have violated this policy will be subject to disciplinary action, up to and including termination of employment/volunteer assignment.

Harassment is defined as unwelcome verbal or physical conduct that has the purpose or effect of unreasonably interfering with another's performance or which creates an intimidating, hostile, or offensive environment.

Unacceptable behaviors include:

1. Display or circulation of written material, pictures, audio, video, or other technology that is offensive to others
2. Verbal abuse, jokes, or insults directed at others
3. Bullying, or persistent behavior by a person or group that is harmful, intimidating, and/or controlling. It can be nonverbal or verbal. For example:
 - Interfering with or sabotaging work
 - Offensive actions that threaten or humiliate
 - Rumors and derogatory remarks
 - Intentional exclusion and isolation
 - The potential for a real or perceived power imbalance

Sexual Harassment

Sexual harassment is unwanted, unwelcome sexual attention, including sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is, either implicitly or explicitly, a condition of an individual's employment
- Submission to, or rejection of, this type of conduct is used as the basis for employment decisions
- This conduct has the purpose or effect of substantially interfering with an individual's work performance
- This conduct creates an intimidating, hostile, or offensive working environment

The following list, though not all-inclusive, gives some examples of potential sexual harassment:

- Sexual comments, innuendoes, jokes, or stories
- Turning work discussions to sexual topics
- Repeatedly asking to date someone who is not interested
- Making facial expressions such as winking, throwing kisses, or licking lips
- Making sexual gestures with hands or body movements
- Staring or leering
- Questions about a person's sexual experiences, preferences, or fantasies
- Display of sexually offensive material
- Touching, cornering, blocking, standing too close, or following
- Subtle or overt pressure for sex
- Comments about body parts, clothing, looks, or appearance
- Forced sexual contact, including sexual assault.

Responding to Harassment

If an employee/volunteer wants to, and feels comfortable doing so, she or he may choose to directly address a harasser. This may be done either verbally or in writing. To do this:

1. Name the action or behavior that is offensive to you.
2. Tell the harasser it is offensive and against PAIRWN's policy.
3. Tell them to stop the behavior.

Harassment may also be reported to the Executive Director or other staff, whether or not you have dealt directly with the harasser. If the problem is with a supervisor, you may go to the next level in the organization (Board of Directors). All reports will be handled in a confidential manner to the extent possible under the circumstances and within the constraints of the law. All reports will be investigated promptly and impartially. If it is determined that this policy has been violated, appropriate disciplinary action, up to and including termination of assignment, will be taken. The action taken is determined by the severity, frequency, and nature of the offense, as well as other relevant considerations. Retaliation against a person for making a good faith report of harassment is illegal and may result in disciplinary action.

Drugs and Alcohol

PAIRWN firmly believes any use of illegal drugs or misuse of legal drugs, including alcohol, is a serious threat to our staff, volunteers and clients. Being under the influence of alcoholic beverages or illegal drugs are all strictly prohibited and may lead to disciplinary action, up to and including termination. No alcohol or drugs are allowed on the premises.

Smoking

To protect the health and safety of all employees and clients, smoking is prohibited within the confines of the office building or other space used for PAIRWN's business. Volunteers who smoke may only do so during authorized breaks and outside of PAIRWN's property.

Weapons

PAIRWN prohibits employees and non-employees, whether licensed to carry concealed handguns or not, from carrying such weapons on the premises of PAIRWN. This prohibition is extended to volunteers who have licenses to carry concealed weapons from keeping such weapons in personally owned vehicles parked on the employer's premises, unless state law provides otherwise.

Personal Appearance

Many visitors come to our office throughout the year. Accordingly, it is important to maintain a business-like appearance, avoiding extreme attire in the office, and while serving our clients in the community. Volunteers are expected to be neat, well-groomed, and to dress appropriately. The key guideline: Dress in a manner that reflects well on our organization, certain attire is prohibited during work hours. Revealing, torn, dirty, or frayed clothing is unacceptable, as is clothing that has words, terms, or pictures that may be offensive to others. You may wear casual clothing (**on pre-approved days, when you are in the office and not scheduled to see any clients**). Casual clothing means jeans, khakis, cords, short-sleeved shirts, and long shorts. It does not include athletic wear, flip flops, or sweatshirts/pants.

Attendance

Punctuality and regular attendance by all volunteers is important to meeting our production and quality goals. PAIRWN therefore expects regular and prompt attendance. This means that you are required to be at your appointed volunteer area on time each day that you have signed up to volunteer. If you must be absent or late, you must notify your supervisor as far in advance as possible to inform him or her of the reason for your lateness or absence and state when you expect to return.

Inappropriate Behavior

To assure orderly operations and to provide the best possible work environment, PAIRWN, expects volunteers to follow rules of conduct that protect the interests and safety of employees, clients, and volunteers. It is not possible to list all the forms of behavior or conduct that are considered unacceptable, but following are examples of types of conduct that will not be accepted:

- Theft, inappropriate removal or possession, or unauthorized use of PAIRWN's property.
- Negligence or improper conduct leading to damage of PAIRWN's or another person's property.
- Violation of safety rules or disregard for the safety of self or others.
- Fighting, threatening violence, abusive language, or other disruptive behavior.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the office or while performing PAIRWN's work.
- Possession, distribution, sale, transfer, or use of alcoholic or illegal drugs in the building, while on duty, or while operating vehicles or equipment for PAIRWN's work.
- Serving under the influence of alcohol or illegal drugs.
- Violation of PAIRWN's policies including sexual or other unlawful harassment or discrimination.
- Falsification of any company record.
- Unauthorized disclosure of any confidential company information.
- Chronic unauthorized absence.
- Insubordination or other disrespectful conduct including any form of discrimination, or conduct that interferes with other volunteers or employees in their job performance.
- Unsatisfactory performance or conduct, or failure to improve performance after notification of unsatisfactory performance.
- Accepting gifts from clients.

Performance Problems

PAIRWN understands that there is a difference between a serious inappropriate behavior, some of which were listed above, and smaller performance problems. In the case of the latter, there are a few consequences we may undertake.

1st Infraction: The volunteer will be notified of the problem and the changes required.

2nd Infraction: The volunteer will be issued a second warning. A letter will be placed in his or her file.

3rd Infraction: The volunteer will be placed on probation for a period of time determined by a staff member. The volunteer will be evaluated and given goals to accomplish. If the problem is not corrected, a dismissal notice will be given.

4th Infraction: Cancellation of volunteer status.

Non-Discrimination Policy

No discrimination or harassment in PAIRWN's programs, activities, volunteering or employment based on race, color, sex, sexual preference, marital or parental status, religion, national origin, age, mental or physical disability, or veteran status (or any legally protected category) are allowed. All employees and volunteers must sign a Non-Discrimination Policy Agreement acknowledging this policy.

Interpersonal Skills: Communication

Volunteers are expected to communicate openly with their designated support person. Make sure to delineate your assignments and expectation and seek feedback on your work. Listen with an open mind. Be alert, lean forward, and look at the speaker with interest – don't multitask when someone is speaking with you. Listen to understand what the other person is communicating. Ask for clarification if you did not fully understand. Make sure to use "I" statements when there might be any misunderstandings. Make it a personal goal to be a good listener and work on it daily.

Tips On Giving Good Information

Only provide information that you know is correct. If you do not know something, do not be afraid to say that and "I'll find out for you." Then, ask a staff member for the answer. When providing clients with directions, use visuals and speak slowly and concisely. Make sure the client can repeat the information back to you. Some of our clients may be under too much stress and are unfamiliar with how to manage it, so ensure that the client is not lost on what you are trying to say. Remember, a crisis is a natural process that will pass. Do not overwhelm the client with words and accept him or her the way she is at the moment. While you may not agree with some of his/her values or their lifestyle, do not allow this to interfere with your support of them. Always give specific praise to help the client gain confidence. We serve to honor and enhance their lives.

Working With Children

All human beings want to feel accepted and liked, and are capable of learning. Each individual has worth. When working with children, it is important to practice positive and supportive communication. What we do is being observed and emulated by young minds. Some helpful guidelines to follow when interacting with children:

- Always greet children in a warm, friendly fashion.
- Use the child's first name when communicating with him or her.
- Praise the child for his/her successes.
- Show interest in them by treating them as equals and listening to them.
- Use a soft tone of voice.
- Redirect them in a positive manner. Keep the explanation concise and specific to the activity. Never label a child.
- Be patient and share your expectation and directions with them.
- Smile...and reward good behavior with a smile.
- Give good, specific instructions when playing a game or explaining a task
- Encourage self-reliance. Ask the child to take his/her trash to a bin or put away the toys if done playing with them.
- Get help if you do not know how to deal with a certain behavior. If you approach the child, do so at his/her eye level. Be calm and softly tell the child to stop his/her behavior and explain why that behavior is unacceptable.
- Never touch a child unless they pose a serious, immediate threat to others

Section 2: Volunteer Job Descriptions & Sign Up

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Volunteer Application

Pennsylvania Immigrant and Refugee Women's Network

Contact Information

Name	
Street Address	
City, State, ZIP Code	
Home Phone	
Cell Phone	
E-Mail Address	

Availability

During which hours are you available for volunteer assignments?

Weekday mornings

Weekday afternoons

Weekend afternoons

Interests

Please check off all areas below in which you are interested in volunteering.

Administration

Special Events

Childcare

ESL

Transportation

Mentoring Clients

Outreach

Editing

Writing (grants, news)

Phone Bank

Donations

Clean Up

Other (specify) _____

Special Skills or Qualifications

Briefly describe your acquired special skills from employment, previous volunteer work, or through other activities, including hobbies or sports (e.g. editing, meditation).

Emergency Contact:

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	

Agreement and Signature

I stand behind the truthfulness of this application, and I know that any falsification of facts may disqualify me from volunteering. I certify that I can pass a background check and will submit them when provided with an opportunity to volunteer.

Name (printed)	
Signature	
Date	

We are an equal opportunity organization and we thank you for your interest!

Code of Ethics – Disclosure Form

(Adapted from *Our House, Inc.*)

Mission:

Our mission is to help refer, advocate, network, educate, and empower immigrant and refugee women to live to their fullest potential.

Code of Ethics:

PAIRWN has adopted a code of ethics to guide its board members, volunteers, and staff in their conduct when acting on behalf of PAIRWN.

The Code contains broad principles reflecting the types of behavior PAIRWN expects towards clients, donors, employees, peers, and the public.

This policy is not intended as a stand-alone policy. It does not embody the totality of PAIRWN's ethical standards, nor does it answer every ethical question or issue that might arise. Rather, it is one element of a broader effort to create and maintain a quality organization that gives ethical conduct the highest priority. When in doubt of what is proper or expected, please ask your superior for clarification. This Code will be reviewed periodically.

Board members, volunteers, and staff should:

1. Listen to our clients and make all reasonable efforts to satisfy their needs and concerns within the scope of our mission, and to strive for excellence and innovation, and demonstrate professional respect and responsiveness to constituents, donors, and others.
2. Make an effort to understand, respect, and support our clients from other cultures, exemplified by the contributions of our staff and executive leadership, and to contribute to an organizational culture that respects the diverse, individual contributions of staff and leadership. Learn about and respect other's background and worldviews and discover and be mindful of your biases.
3. Comply with applicable federal, state, and local laws, regulations, and fiduciary responsibilities to create transparency in all of our operations.
4. For the board of directors, provide credible and effective oversight to the organization's work without personal bias. Do not accept commissions, gifts, payments, loans, promises of future benefits, or other items of value from anyone who has or may seek some benefit from PAIRWN in return, other than occasional gifts of nominal value that are in keeping with good business ethics.
5. Abide by the governing documents and policies of PAIRWN
6. Be accountable for adhering to this Code of Ethics.
7. Follow PAIRWN's Conflict of Interest Policy.
8. Implement and follow a Whistleblower Policy; report any suspected fraud or financial abuse.
9. Act at all times in accordance with the highest ethical standards and in the best interest of PAIRWN's clients, donors, and reputation.
10. Openly and honestly tell the truth.
11. Honor our commitments and promises to the best of your abilities.
12. Provide individualized services without respect for monetary gain.

13. Appropriately acknowledge contributions from other individuals and organizations who help facilitate our goals.
14. Do not be deceptive in our fundraising activities or in prospecting for new members to join PAIRWN's board.
15. Advocate for all nonprofit organizations, but not for any specific initiative; be respectful to the sector as a whole.
16. Do not lobby with the intent to influence individual candidates.

Privacy:

Privacy issues to consider around the safety for our clients include, but are not limited to:

17. Respect the confidentiality of sensitive information about PAIRWN's clients, family members, and associates, donors, board, and employees.
18. Assure that the information a client provides will not be revealed to his/her batterer, or to anyone else without a specific written disclosure from the client.
19. Do not discuss a client's files with his/her batterers.
20. Clients should be interviewed privately and alone or with a professional interpreter (do not use family or friends).
21. Consider using an alias for the safety of client.
22. Do not question the client in front of children, if possible.
23. Always assist clients with safety planning.
24. Ensure client's rights to privacy.

Compliance, Monitoring and Reporting:

PAIRWN's management is responsible for communicating this Code of Ethics to all members of the board of directors, volunteers, as well as staff, staff interns, and for ensuring its adherence at all times. Should anyone violate the code of ethics, this should be reported immediately to the current Executive Director.

CODE OF ETHICS – DISCLOSURE FORM

The undersigned, by their affixed signature, accept and agree to abide by the Code of Ethics policy.

Signature: _____

Printed Name: _____

Position _____ Date : _____

Witness Signature: _____ Name: _____

PAIRWN's – Conflict of Interest Policy

This policy was Adapted from the University of Chicago, June 2009

PAIRWN is committed to avoiding any actual or potential conflicts between the interests of PAIRWN and any personal interest of an employee, trustee or officer.

Generally, conflicts arise when: (i) an employee, trustee or officer has an existing, or potential, financial or other interest which impairs, or might appear to impair, their independence or objectivity in serving PAIRWN; or (ii) an employee, trustee or officer might derive, or appear to derive, a financial or other material benefit from confidential information learned in the course of their service on the Board.

Disclosure is required, and abstention or recusal may be necessary whenever an employee, trustee, officer, or a related party (as described below) engages in the following activity:

- ✓ has a material interest in any transaction or any proposed transaction to which PAIRWN was or is to be a party, or serves as a director, officer, trustee, partner, employer, or employee of any person or entity having a material interest in an actual or proposed transaction with PAIRWN, OR
- ✓ serves as a director, officer, trustee, partner, employer, or employee of any person or entity that competes directly with PAIRWN, holds more than 5% of the stock or equity of any such organization, or has received substantial compensation, gifts, or services from any such organization or person.

For purposes of Paragraphs (A) and (B) above, a related party shall be defined as: one's spouse, domestic partner, ancestors, children, grandchildren, great-grandchildren, siblings (whether by whole or half-blood), or the spouses of children, grandchildren, great-grandchildren, or siblings.

The foregoing language is meant to be illustrative. Ultimately, PAIRWN's Conflict of Interest Policy relies on each employee's, trustee's and officer's sound judgment. Recognizing that it is difficult to anticipate all potential conflicts in advance, employees, trustees and officers are reminded that questions regarding the conflict of interest policy may be raised informally and confidentially at any time with the Chair of the Board, the Chair of the Committee on Compliance, Board Attorney or the Executive or Program Director of PAIRWN.

All conflict of interest disclosures and related discussions will be held in confidence to the maximum extent possible, but shall be shared with the Chair of the Board, the Committee on Compliance, and the Executive or Program Director, Board Attorney, and external auditors.

All trustees and officers must annually disclose actual and potential conflicts of interest by writing a Confidential Conflict of Interest Disclosure Statement, and these disclosures must be updated as new information becomes available that could affect the trustee's or officer's stated interests.

Program Director and Board Attorney will compile the disclosures into a confidential database and prepare for each trustee and officer a written acknowledgment of the disclosure that identifies any pending PAIRWN transactions that may be affected by the disclosure.

The Chair of the Board will also review all disclosed potential conflicts of interest before making Board Committee assignments.

Regardless of these efforts, any employee, trustee and officer having an actual or potential conflict of interest must: (i) promptly call the conflict to the attention of the Chair of the Board, Program Director and/or Board Attorney, and (ii) abstain from participating in or voting on the matter. Actions in this regard will be reflected in any official meeting minutes.

It is our policy that the board reviews this policy annually.

Conflict of Interest Disclosure Statement:

I have received and carefully read the Conflict of Interest Policy for board members, staff, and volunteers of PAIRWN and have considered not only the literal expression of the policy, but also its intent. By signing this affirmation of compliance, I hereby affirm that I understand and agree to comply with the Conflict of Interest Policy. I further understand that PAIRWN is a charitable organization and that in order to maintain its federal tax exemption it must engage primarily in activities that accomplish one or more of its tax-exempt purposes.

Except as otherwise indicated in the Disclosure Statement and any attachments, I hereby state that I do not, to the best of my knowledge, have any conflict of interest that may be seen as competing with the interests of PAIRWN, nor does any relative or business associate of mine have such an actual or potential conflict of interest.

If any situation should arise in the future which I think may involve me in a conflict of interest, I will promptly and fully disclose the circumstances to the President (Chairman) of the Board of Directors of PAIRWN or to the Program Director, as applicable.

I further certify that the information set forth in the Disclosure Statement and any attachments is true and correct to the best of my knowledge, information, and belief.

Name (Please print)

Date

Signature

Date

Confidentiality Policy

(Adapted from Our House, Inc.)

Respecting the privacy of our clients, donors, members, staff, volunteers, and of The Pennsylvania Immigrant and Refugee Women's Network (PAIRWN) itself is a basic value of PAIRWN. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the lead personnel. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared.

Employees, volunteers, and board members of PAIRWN may be exposed to information that is confidential and/or privileged and proprietary in nature. It is the policy of PAIRWN that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service.

Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

Confidentiality Policy

All information concerning clients, former clients, our staff, volunteers, and financial data, and business records of The Pennsylvania Immigrant and Refugee Women's Network (PAIRWN) is confidential. "Confidential" means that you are free to talk about PAIRWN and about your program and your position, but you are not permitted to disclose clients' names or talk about them in ways that will make their identity known. No information may be released without appropriate authorization. This is a basic component of client care and business ethics. The board of directors, staff and our clients rely on paid and volunteer staff to conform to this rule of confidentiality.

The Pennsylvania Immigrant and Refugee Women's Network (PAIRWN) expects you to respect the privacy of clients and to maintain their personal and financial information confidential. All records dealing with specific clients must be treated as confidential. General information, policy statements, or statistical material that is not identified with any individual or family is not classified as confidential. Staff members are responsible for maintaining the confidentiality of information relating to other staff members and volunteers, in addition to clients.

Failure to maintain confidentiality may result in termination of your employment/service, or other corrective action. This policy is intended to protect you as well as PAIRWN because, in extreme cases, violations of this policy also may result in personal liability.

Rationale:

Confidentiality is the preservation of privileged information. By necessity, personal and private information is disclosed in a professional working relationship. Part of what you learn is necessary to provide services to the applicant or client; other information is shared within the development of a helping, trusting relationship. Therefore, most information gained about individual clients through an assignment is confidential in terms of the law, and disclosure could make you legally liable. Disclosure could also damage your relationship with the client and make it difficult to help the person.

Before you begin your assignment as a staff member/volunteer, you should be aware of the laws and penalties for breaching confidentiality. Although the agency is liable for your acts within the scope of your duty, giving information to an unauthorized person could result in the agency's refusal to support you in the event of legal action. Violation of the state statutes regarding confidentiality of records is punishable upon conviction by fines or by imprisonment or by both.

ACKNOWLEDGEMENT OF CONFIDENTIALITY OF CLIENT INFORMATION

I have read PAIRWN's policy on confidentiality and the Statement of Confidentiality presented above. I agree to abide by the requirements of the policy and inform my supervisor immediately if I believe any violation (unintentional or otherwise) of the policy has occurred. I understand that violation of this policy will lead to disciplinary action, up to and including, termination of my service with The Pennsylvania Immigrant and Refugee Women's Network.

I agree to treat all information about clients or former clients and their families that I learn during the performance of my duties as _____ (position title) as confidential, and I understand that it would be a violation of policy to disclose such information to anyone without checking first with my supervisor.

Signature of Staff Member/Volunteer _____ Date _____

Name _____

Witness _____ Title _____

Date _____ Name _____

Acknowledgment of Mandated Reporter Status

(Adapted from *Our House, Inc.*)

I, _____, (*print name*) understand that when I am employed/volunteering at PAIRWN, I will become a mandated reporter. This means that I am required to report to the child abuse hotline number (1800-932-0313) whenever I have reasonable cause to believe that a child may be abused or neglected.

I also understand that I will be a mandated reporter of elder abuse under the Pennsylvania Elder abuse and Neglect Act (hotline: 1800-490-8505). This means that I am required to report to the elder abuse whenever I have reasonable cause to believe that an elder is being abused or neglected and is unable to make the report themselves.

I understand that each hotline number operates 24 hours per day, 7 days per week, 365 days per year.

I further understand that the privileged quality of communication between the survivor and myself is not grounds for failure to report suspected child or elder abuse or neglect. I know that if I willfully fail to report child or elder abuse or neglect, I may be found guilty of a Class A Misdemeanor.

I affirm that I have read this statement and have knowledge and understanding of the reporting requirements that apply to me under the Abuse and Neglected Child Reporting Act and the Elder Abuse and Neglect Act.

Signature of applicant/employee

Witness

Date

Date

MEDIA AND SPEAKING POLICY

News Releases, Statements to the Press, Public Speeches:

All news releases will be made only through the President of the Board. No volunteer shall make public statements or statements to any media representative on behalf of, or as a representative of, PAIRWN, unless first authorized to do so by the Program Director and the President of the Board. Invitations to contribute articles for publication on behalf of, or as a representative of PAIRWN, or to speak in public concerning PAIRWN or its services, must be approved in advance by the Program Director and the President of the Board. All work created during your service with the organization, within the scope of your assignment, are the exclusive property of PAIRWN. All materials, files, and other work products created by volunteers, may not be reproduced or used for non-PAIRWN related business, except with permission granted by the Program Director.

Speaking Honorarium:

All volunteers are encouraged to participate in a variety of community and professional activities. Any payment received on behalf of a volunteer's or employee's performance of normal duties and responsibilities must be remitted promptly to PAIRWN, including honorariums for speaking appearances. Questions regarding fees, honoraria or other revenue generating activities should be directed to the Program Director.

I agree to comply with PAIRWN's Media and Speaking policy.

Signature of volunteer

Date

Witness

Date

Communication Procedures

(Adapted from *Our House, Inc.*)

In accordance with our mission statement, our agency's guiding principle is empowerment. As advocates for survivors of violence, we believe in the inherent worth and dignity of every person we serve. Our goal is to provide a safe and empowering environment for survivors and their vulnerable family members. We further strive to provide a cooperative and empowering work environment. Therefore, the following communication guidelines will be followed:

- 1) Use positive and supportive communication techniques with the survivors and children.
- 2) Loud tone, abusive or demeaning language, and judgmental statements are examples of non-supportive communication.
- 3) When interacting with the survivors and children, convey sensitivity for the diversity and value of each individual. It is unacceptable to use put-downs and name-calling due to a person's race, class, religion, culture, physical or mental ability, age, or sexual orientation.
- 4) The above positive and supportive communication techniques will also be applied when interacting with coworkers, volunteers, board members, donors, and any other individuals with whom you have contact (as a representative of the agency).
- 5) Further, communications to and about others must be respectful and supportive. All interactions must reflect favorably on the agency. No gossiping please.
- 6) In accordance with our confidentiality procedure, survivor (former and current) information should be discussed in professional and programmatic manner and only when the information is required to better meet survivor needs (individually and collectively).
- 7) It is unacceptable to simply chat or gossip about others. All communications about survivors must be held in private.
- 8) When conducting goal plans (or when engaged in any other conversation) with the survivor, review options and safety concerns objectively, rather than telling them what they should do.

The above guidelines represent the principles of the agency. The use of non-supportive or abusive language with survivors and children would be considered "conduct inconsistent with the principles of the agency" which our agency's Employee Handbook identifies as reason for discharge for employment or volunteering.

I, _____, (*print name*) hereby attests to my understanding of and agreement to the above guidelines.

Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Non-Discrimination Agreement

The Pennsylvania Immigrant and Refugee Women’s Network does not and shall not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

The Pennsylvania Immigrant and Refugee Women’s Network is an equal opportunity employer. We will not discriminate and will take positive action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, gender, national origin, age, religion, disability, veteran's status, sexual orientation, gender identity, or gender expression.

All employees, volunteers, board members, and any other persons associated with PAIRWN are expected to withhold these standards. Failure to do so may result in termination.

Signature _____ Date _____

Name _____

Witness _____ Date _____

Name _____ Position _____

Volunteer's Receipt of Volunteer Booklet

I have received a copy of PAIRWN's Volunteer Booklet on this _____ day of _____ (month), 20___. I agree that it is my responsibility to read and understand the policies contained in it, and that I may, at any time during my volunteering at PAIRWN, ask questions about this Booklet of my supervisor or another representative of PAIRWN. I understand that these policies govern my volunteering with PAIRWN and I agree to abide by these policies.

I also understand that my volunteering is not for a definite period of time and that nothing in this Booklet creates or implies an express or implied contract or in any way guarantees any benefits to me. I agree that PAIRWN or I can terminate our relationship at any time, with or without cause or notice. Two weeks' notice in case of resignation from volunteering is requested.

Please Print Your Name: _____

Volunteer Signature

Date

Witness Signature

Date

Explanation Of Volunteer Jobs

GENERAL VOLUNTEER

General Responsibilities:

Volunteers may be asked to perform a variety of duties including, but not limited to, the following:

- Provide assistance to the director or project supervisor;
- Assist in presenting and preparing educational material;
- Monitor assigned project activities as needed;
- Assist with donations;
- Serve as a mentor for the program or project;
- Help with answering the telephone;
- Assist clients with seeking resources as needed, such as transportation;
- Support clients with completing the required paperwork;
- Assist with scheduling appointments;
- Provide general office work duties: filing, mail, sorting, copying, etc;
- Assist with fundraiser activities;
- Transport clients to their appointment and provide accompaniment, as needed;
- Other duties as assigned by the agency director or project manager;
- Maintain client confidentiality in all forms of communications.

Minimum Requirements:

- Flexible hours
- Must have appropriate clearances

OFFICE ASSISTANT

Essential Duties and Responsibilities:

- Answering phones
- Registers and greets clients
- Data entry
- Filing
- Maintenance of office space
- Other duties (coordination of special events, providing childcare), as assigned

Minimum Requirements:

- Must present a professional appearance and a friendly manner
- Must be dependable and punctual
- Be courteous and personable when dealing with the public and maintain confidentiality
- Be self-directed, willing to take initiative, and detail-oriented
- Respect and maintain confidentiality of PAIRWN's volunteers, partners, and donors
- Computer skills are desired, but not necessary

CHILCARE ASSISTANT

Duties and Responsibilities:

- Attend to the basic needs of the varied ages of children while providing supervision to ensure the children's safety
- Involve children in age-appropriate activities: free play, arts and crafts, games, collaborative play, and reading
- Model appropriate behaviors and encourage children's social and emotional development
- Assign age appropriate chores (putting their toys away, taking their trash to a bin) as appropriate to teach the children responsibility
- Regularly praise the children for good behavior
- Create a safe environment for the children by removing any potential hazards, enforcing appropriate boundaries, and reviewing safety rule with the children
- Perform light housekeeping tasks related to the children's care: cleaning toys, or play areas is expected

Minimum Requirements:

- Certification in infant and child first aid and cardiopulmonary resuscitation (CPR) is preferred
- Prior experience in childcare settings (day care center, nursery, babysitting)
- High school diploma
- Flexible hours
- Must have appropriate clearances

OUTREACH EDUCATOR

General Requirements:

- Successfully complete the training requirements, as determined by your need.
- Commit to volunteer for at least 3 months or more.
- Interest in educational initiatives and public awareness.
- Conduct oneself in a professional and ethical manner.
- Adhere to strict policy of confidentiality.
- Commitment to practicing upcoming presentations on your own.
- Understanding of sexual violence as one from of oppression and having an awareness of connections between sexism, racism, classism, homophobia, heterosexism, and ableism to violence.
- Complete at least two presentations each calendar year.
- Host a community table about PAIRWN's services at events within our service area.
- Respond to the staff after an email has been sent requesting a presenter for an upcoming educational presentation.
- Present the curriculum or materials with the intended audience at the time and date requested.
- Increase awareness of PAIRWN, its service, and our program, encouraging groups to invite educators to make a presentation.
- Keep a sign-in sheet for each event.

Minimum Requirements:

- High school diploma
- Flexible hours
- Must have appropriate clearances