



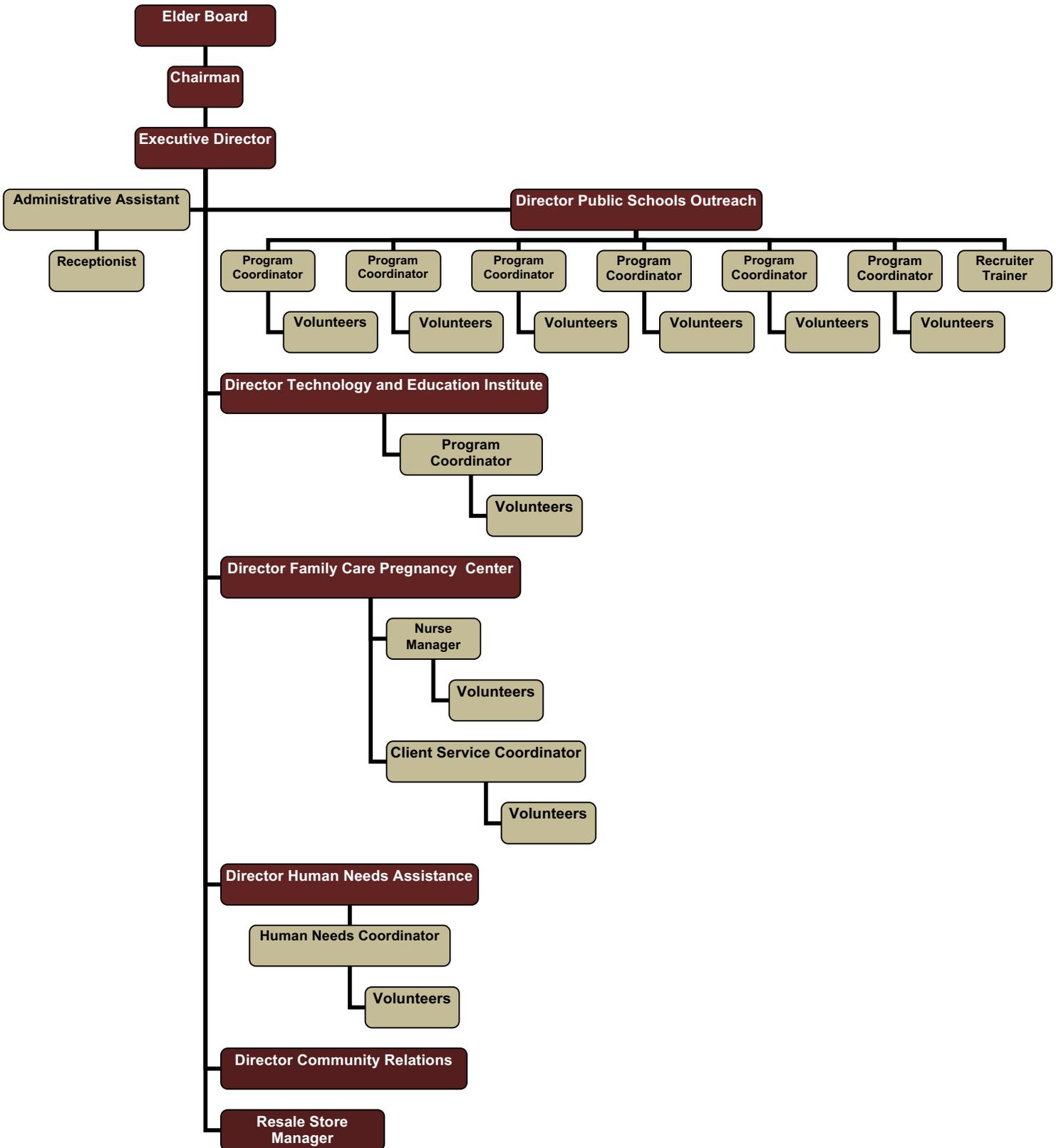
# **Volunteer Handbook**

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## Table of Contents

<b>TTA Organizational Chart</b>	1-3
<b>I. General</b>	
History	1-4
Mission Statement	1-4
Statement of Faith	1-4
Governing Body	1-4
<b>II. The Turn•Around Agenda’s Programs</b>	
Public Schools Outreach	1-5
TTA Technology and Education Institute	1-6
Human Needs Assistance	1-6
Family Care Pregnancy Center	1-7
<b>III. Volunteerism</b>	
Why Volunteer?	1-7
Important Qualities of Volunteers	1-8
Volunteer Opportunities and Descriptions	1-8
Recruitment, Orientation and Training	1-10
Guidelines and Expectations	1-11
Recognition and Appreciation	1-11
Record Keeping	1-11
Performance Evaluation	1-12
Complaint Resolution	1-12
Service Termination	1-12
<b>IV. Policies and Procedures</b>	
Computer, Email and Internet Usage	1-12
Confidentiality	1-14
Criminal Background Checks	1-14
Dress Code	1-15
Drug-Free Workplace	1-16
Email Distribution Lists	1-17
Inclement Weather	1-17
Mandatory Reporting of Child Abuse and Neglect	1-17
TTA Holidays	1-19
Safety Standards	1-19
School-based Mentors	1-20
School-based Mentor Match Closure	1-21
Smoke-Free Environment	1-22
Solicitation and Distribution	1-23
Use of Physical Restraint	1-23
Visitors	1-24
Volunteer Conduct with Children	1-24
Workplace Violence Prevention	1-25
<b>V. Staff Directory</b>	
Personnel and Security	1-27

## Organizational Chart



## I. GENERAL INFORMATION

### ***History***

The Turn•Around Agenda (TTA), formerly Project Turn•Around (PTA), was established in July 1985 to provide programs that simultaneously address the educational, physical, social, and spiritual needs of urban youth and families in a coordinated way. TTA is the social outreach arm of Oak Cliff Bible Fellowship and is subject to the policies and regulations of the church.

Project Turn•Around's program initiatives in the southern community of Dallas focuses on the critical needs of at-risk youth and families by providing an array of services that include: public schools outreach in mentoring, tutoring, life skills development; family support services of food, clothing, computer technology in education, GED, adult literacy, pregnancy services; and an athletic league and summer youth program.

### ***Mission Statement***

The mission of The Turn•Around Agenda is to rebuild communities from the inside out with comprehensive, faith-based programs and community partnerships designed to transform the lives of urban youth and families.

### ***Statement of Faith***

It is imperative that all persons involved with TTA uphold a high level of excellence in Christian standards. There must be observable evidence of belief in and acceptance of Jesus Christ as Savior and Lord. All volunteers, regardless of level of service, and all others associated with or representing TTA in any way, must be supportive of the spiritual position of TTA.

### ***Governing Body***

The Elder Board of Oak Cliff Bible Fellowship is governing authority that is legally responsible for the integrity of the spiritual, fiscal and programmatic management of the organization of The Turn•Around Agenda. The Elder Board as the governing authority shall be a separate business entity with legal authority to operate in the State of Texas. Policies shall be approved by the board, reviewed annually, and revised as needed.

The senior pastor of Oak Cliff Bible Fellowship employs the executive director to whom he delegates responsibility to manage the day-to-day operations of the organization and ensures that the organization has the programmatic, managerial, and financial capability to ensure proper planning, management, and delivery of services. The executive director has a dual role of serving as the Associate Pastor of Outreach at Oak Cliff Bible Fellowship as well as the lead administrator for TTA.

## II. THE TURN•AROUND AGENDA PROGRAMS

### ***Public Schools Outreach***

Serves as the primary vehicle for the delivery of social services to urban youth and families. The core of the program is promoting healthy school and home environments to maximize student success, providing a myriad of services designed to bridge the gap between the school, students and parents. The thrust of the program is to find solutions to the individual needs of high-risk students. As such, mentors are placed in schools to supplement the education process and family support structures, addressing the academic and social development of public school youngsters. The program offers a variety of activities for public school youth that include:

- **School-based Mentoring** that offers an array of activities for pro-social development, creating a sense of belonging among family, community and peers.
- **Life Skills Education** addressing abstinence, anger, school dropout and substance abuse issues.
- **Two Annual Back-to-School Rallies** that bring together thousands of students for education and entertainment, promoting drug-free, abstinence, no violence, and stay-in-school messages.
- **An Athletic League and Summer Program** that uses sports, recreation and life skills education to build healthy minds, bodies and spirits in the young people served.
- **High School Heroes** a program that gives high school student leaders an opportunity to inspire elementary and middle-school youth to stay in school and reach their highest potential.
- **Summer Employment Opportunities** for youth who have a history of successful participation in TTA programs.
- **A State-of-the-Art Youth Center** that serves as a neighborhood hub for a variety of social and entertainment activities for young people.

Family support services give parents and other family members the opportunity to take advantage of TTA program offerings in GED, Adult Literacy, ESL and Computer Training through the TTA Technology and Education Institute and help with food, shelter, and clothing through TTA's Human Needs Assistance.

## ***The TTA Technology and Education Institute***

Gives hundreds of disadvantaged individuals access to technology and related training. Census data indicate that poverty and low education attainment are factors that influence computer ownership and Internet usage. The TTA Technology Institute, an authorized Microsoft testing center, integrates a variety of software applications that teach and enhance skills into the following programs:

- **Supplemental Education Program** that uses technology to address academic deficiencies in reading, language arts and math for public school youth.
- **Pre-GED/GED** that provides adults with the necessary knowledge and test-taking skills to pass the GED examination.
- **Adult Literacy** that teaches basic reading and writing skills to adults with little or no reading ability.
- **Computer Training and Certification** that offers adults in-depth, high-quality computer training in a variety of software applications, including certification programs in Microsoft® Office, IC3, and Adobe®.
- **Conversational Spanish** designed for students who have little or no formal Spanish speaking skills. The course is progressive and will enable students to grasp the theory behind the Spanish language as well as increase the students' Spanish-speaking skills.
- **English as a Second Language (ESL)** that prepares Spanish-only speaking individuals to achieve proficiency in English, qualifying these students to transition into the Adult Literacy program.

## ***Human Needs Assistance***

Addresses pressing issues such as inadequate nutrition, housing, and clothing that often prevent individuals from taking advantage of life-changing opportunities that can impact their welfare. As such, basic physical needs must be met before people can move beyond their present circumstances to act on decisions that will improve their futures. To help in this process, TTA has established a food pantry, clothing thrift shop, and a housing assistance program that assist individuals and families whose basic needs are challenged. These services include:

- **A Food Pantry**
- **A Resale Store** with new or gently used items such as clothing, home accessories and furniture
- **A Housing Assistance Program**
- **Crisis Intervention**
- **A Holiday Event** that distributes food baskets and toys and provides health checks to needy families.

## **Family Care Pregnancy Center**

Offers long-term, holistic solutions to eradicate an epidemic that's destroying minority communities across the country. Unlike traditional pregnancy centers that only concentrate on the immediate effects of unplanned pregnancies, the Family Care Pregnancy Center tackles the numerous needs of the woman, boyfriend, husband and family members. This is done through a provision of life-changing services that advances the spiritual, social, health and economic well-being of individuals and families. The Center offers the following services:

- **Clinical Services** that include pregnancy tests, ultrasound, prenatal education, STD and HIV information/counseling.
- **Counseling** in crisis Intervention/guidance and lay and professional counseling for individuals, couples and families.
- **Support Services** that include post-natal aftercare, family support groups, mentoring, material needs assistance, adoption/foster care information/counseling, and maternity home assistance.
- **Education Programs** in parenting and abstinence as well as life skills training in anger management, healthy relationships, communication and spiritual growth.
- **Community Education and Awareness** that offers seminars, workshops, and presentations to local churches, schools and community agencies on pro-life and related topics.

## **III. VOLUNTEERISM**

### **Why Volunteer?**

In our fast paced, time-sensitive society, people have very specific reasons as to why they volunteer. These "reasons" vary, but primarily fall into four categories:

- Social—meet new people; build a network of friends; something to do; receive public recognition
- Professional—acquire new skills; sharpen existing skills; create a competitive resume; introduce to a new career; become a better employee
- Charitable—address a community need from a personal experience; has a responsibility to give back; create a better, safer community
- Spiritual—serve in a ministry; identify spiritual gifts; use spiritual gifts

Winston Churchill once said, “we make a living by what we get, we make a life by what we give.” As Christians, the greatest satisfaction and benefit in volunteering is described in Matthew 25: 35-45. To know Christ is to serve Him and we serve Him by what we give and do for others.

## ***Important Qualities of Volunteers***

**Punctuality**—Always arrive on time for any volunteer activity. There are set times for regular TTA programming. Arriving late can have a negative impact on class flow, the participants and employees.

**Dependability**—Employees and participants rely on the services performed by volunteers. If you are unable to volunteer on your scheduled day, please contact a TTA supervisor or coordinator early enough so that other arrangements can be made.

**Confidentiality**—Volunteers must protect the employees and clients’ right to privacy. You may not disclose TTA affairs or personal matters which have come to your attention while at TTA. Discuss participant/client problems only with staff with whom you are working.

**Interest**—As a volunteer, you will gain a feeling of satisfaction from your work because you bring with you a genuine interest in helping others. The ideal volunteer believes in the dignity of all people and given the chance, anyone can learn, grow and achieve.

**Desire**—The ideal volunteer has a desire to teach, to learn and to help. The volunteer has the time and willingness to serve and support TTA’s efforts to improve and enrich the lives of youth and families in need.

## ***Volunteer Opportunities and Descriptions***

### **Public Schools Outreach**

*TTA Mentor:*

Builds and cultivates a relationship with an assigned group of youngsters through a variety of activities that promote character development and the prevention of substance use/abuse, violence, sex and school drop-out.

*Special Events:*

Works closely with the In-school Mentor Coordinators in planning and implementing large events, including the annual TTA Back-to-School Rallies, which bring students and/or parents together for health, social and entertainment activities.

## **TTA Technology Institute**

*Instructor:* Works closely with the technology institute staff in implementing curricula and activities in supplemental education, adult education and computer training.

*Instructor Aid:* Assists instructors with classroom activities and provides individualized attention and encouragement to participants.

## **Human Needs Assistance**

*Clothing Thrift Shop Organizer:* Assists with the operation of the clothing thrift store, which includes collecting, sorting, stocking and inventory of clothing items.

*Food Pantry Organizer:* Assists with the operation of the food pantry, which includes collecting, sorting, stocking, distributing and inventory of all food items.

*Homeless Assistance Volunteer:* To assist homeless shelter directors with serving children, women and men that are staying in the shelters. That includes prayer, serving meals, and providing child care for parents during Chapel.

*Housing Counselor:* Assists the Program Director in the successful implementation of seminars/workshops on home purchases, budgeting and foreclosure prevention. Volunteers must exercise strict confidentiality with the client.

*Human Needs Assistant:* Assists the Program Director with volunteer assignments, logistics for programs and/or special projects and overall implementation and maintenance of Human Needs Assistance programs.

## **Family Care Pregnancy Center**

*Administrative Volunteer:* Provides clerical assistance and administrative support to staff and volunteers in implementing the programs at the center.

<i>Client Advocate:</i>	Provide counseling and support to the client and her family.
<i>Instructor/Facilitator:</i>	Imparts information and guidance to clients attending Prenatal, Childbirth Preparation, Newborn Care, Parenting, Spiritual Growth, Continued Education, and Abortion Recovery classes.
<i>Medical Service Provider:</i>	Provides medical services, education and counseling to clients.
<i>Professional Counselor:</i>	Provides professional counseling to individuals, couples, and families as deemed necessary as a result of the initial assessment.
<i>Program Coordinator:</i>	Assists the Director in providing initial services to the clients in a well organized and professional manner and implementing the Continued Education Program.

## **Recruitment, Orientation and Training**

Volunteers for TTA programs are primarily members of Oak Cliff Bible Fellowship (OCBF). In some program situations, volunteers can be recruited from other churches in the community. TTA recruits volunteers in two ways: through the OCBF Sunday Bulletin and each October during OCBF's Ministry Changeover. Interested individuals sign up and a list of names is given to the appropriate person for contact via phone and subsequently, a follow-up letter asking them to attend a mandatory orientation. In addition to the general orientation of volunteers, TTA's Public Schools Outreach and Family Care Pregnancy Center will provide a special orientation and training for their volunteers due to the sensitive nature of both programs.

At the orientation, volunteers will be interviewed and will complete the application forms. A position description and a Volunteer Handbook will be provided for each volunteer. Orientations are scheduled for new volunteers on the second Saturday of each month covering the mission, programs, policies and the overall operations of TTA. Once the volunteer is cleared through the screening and selection process, he/she is assigned to the department for that specific position and will receive the necessary training to fulfill his/her volunteer duties. Volunteers that serve as school-based mentors will be assigned badges for them to have on during their visits to the schools.

## **Guidelines and Expectations**

The following is a list of general guidelines and expectations for volunteers to become familiar with prior to volunteering:

- Volunteers may be asked to park in the area designated for them at specific events.
- Upon arrival, please sign in at a designated location.
- Please remember to keep track of your volunteer hours and record them on the volunteer log form located at the designated area.
- If you are unable to show up, please call the TTA office before the start of programs and the proper person will be notified.
- Volunteers must perform assigned duties based on job descriptions.
- Please check TTA's monthly activity calendar for special events you may wish to attend and/or volunteer.
- Please share with employees any observations or concerns you may have about the participants and/or their work.
- If you are uncomfortable working with participants and/or have concerns about your volunteer assignment, please contact your program director.
- Volunteers are role models and must use proper language and exhibit a professional demeanor at all times.
- Volunteers must refer disruptive participants to the supervisor on duty.
- Volunteers can help participants by learning their names and using them often; listening carefully; being patient, sincere and honest; praising and showing a genuine interest in participants.

## **Recognition and Appreciation**

Our volunteers are important to us! Without the support of dedicated, hardworking volunteers, our work would not be possible. To honor outstanding volunteerism, the program directors will identify individuals for service awards or gifts. TTA may also recognize outstanding contributions and the commitment of our volunteers on our website, in the TTA newsletter and/or at OCBF's annual Volunteer Recognition event.

## **Record Keeping**

TTA asks for your cooperation in providing some basic personal information for our records. Information gathered about volunteers is useful in identifying volunteer opportunities that will be both satisfying to the volunteer and helpful to the TTA staff and program participants.

TTA asks that you please inform us of any change of address, email and/or telephone numbers. If you do not, we will be unable to contact you to keep you informed of upcoming events, new volunteer opportunities with TTA and other important information that may affect your involvement with TTA.

## ***Performance Evaluation***

New volunteers will be asked to complete a one-month evaluation assessing their experiences with TTA employees, participants and assigned duties. TTA program directors will also conduct evaluations of the volunteers after one month of service. All volunteers will receive an annual evaluation of their performance.

## ***Complaint Resolution***

If at any time a volunteer has a complaint regarding his/her experience at TTA or has concerns regarding the services provided by TTA, he/she should direct such complaints to their assigned program directors. All complaints and concerns will be taken very seriously and the program director will attempt to resolve them and/or take them to the appropriate staff. All reasonable efforts will be made to respect the confidentiality of volunteers who come forward with complaints or concerns.

## ***Service Termination***

TTA acknowledges the service of all volunteers with the understanding that the agreement may be terminated at any time and for any reason. Volunteers should notify their assigned program directors in a timely manner of their intent to terminate their relationship to the organization.

## ***IV. TTA POLICIES AND PROCEDURES***

### ***Computer, Email, and Internet Usage***

**Policy:** Computers, computer files, the email system and software furnished to volunteers are the property of TTA. Volunteers shall use computers, computer files, computer software, email and Internet-related systems for official TTA/OCBF business. TTA prohibits the use of computers and the email system in ways that are disruptive, offensive to others or harmful to morale.

## Procedures:

1. Volunteers must be granted proper authorization to use a password, access a file, or retrieve any stored communication.
2. TTA/OCBF purchases and licenses the use of various computer software for business purposes and does not own the copyright to the software or its related documentation.
3. Volunteers may only use software on local area networks or on multiple machines according to the software license agreement.
4. TTA/OCBF prohibits the illegal duplication of software for use on more than one computer.
5. All email distribution lists shall be kept on TTA/church property.
6. TTA owns all email sent and received and can limit and restrict access to the organization's email system.
7. All Internet data that is composed, transmitted, or received via TTA/OCBF computer communication systems is considered to be part of the official records of TTA/OCBF and, as such, is subject to the disclosure to law enforcement or other third parties.
8. The following behaviors are examples of activities that are prohibited and can result in disciplinary action:
  - Sending or posting discriminatory, harassing, or threatening messages or images
  - Using the organization's time and resources for personal gain
  - Stealing, using, or disclosing someone else's code or password without authorization
  - Copying, pirating, or downloading software and electronic files without permission
  - Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
  - Violating copyright law
  - Failing to observe licensing agreements
  - Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
  - Sending or posting messages or material that could damage the organization's image or reputation
  - Participating in the viewing or exchange of pornography or obscene materials
  - Sending or posting messages that defame or slander other individuals
  - Attempting to break into the computer system of another organization or person
  - Refusing to cooperate with a security investigation
  - Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
  - Using the Internet for political causes or activities, religious activities, or any sort of gambling

- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Engaging in any other illegal activities

## ***Confidentiality***

**Policy:** Volunteers shall, to the best of their ability, ensure confidentiality and privacy in regard to history, records and discussions about the organization's clients. The very fact that an individual is served by the organization must be kept private or confidential. This means that volunteers shall not disclose any information about a person, including the fact that he or she is or is not served by the organization to anyone outside this organization unless authorized by the executive director or other authorized personnel. The principle of confidentiality must be maintained in all programs, departments, functions and activities. Failure to comply with the confidentiality requirement can result in immediate termination.

## ***Criminal Background Check***

**Policy:** To provide, to the degree possible, a safe environment for all associated with TTA, especially children, criminal history checks shall be conducted on employees, contract labor, and volunteers who work with children and/or vulnerable adults. Criminal background checks shall be done within 7 days of service for new volunteers.

## **Procedures:**

1. All prospective volunteers who will be serving the organization are notified of these requirements when they apply for volunteer positions.
2. Current volunteers who have not signed a criminal history records check authorization form must do so.
3. Volunteers who give their time and services to TTA and who work with or around children or vulnerable adults will complete the volunteer application form that includes authorization for a criminal history record check. A supervisor or his/her designate will be responsible for verifying that all required signatures exist.

4. Individuals convicted of offenses against person, offenses against the family, public indecency, child endangerment, corruption of a minor, sexually oriented offenses, driving while intoxicated, and drug possession and/or use cannot work as a volunteer at TTA. Status of individuals with other convictions will be individually considered.
5. In the event of an administrative error and/or a duplication of data, i.e., same name, all individuals have the right and opportunity to appeal any volunteer association decision. Individuals will have the opportunity to clarify or correct records by producing copies of final adjudication of procedures.
6. Prospective volunteers applying to serve at the organization who are unwilling to undergo a criminal history check will be rejected.

## ***Dress Code***

**Policy:** TTA volunteers shall consistently present a positive image to participants and the general public. As representatives of the organization, volunteers are expected to exhibit a neat, well-groomed appearance.

## **Procedures:**

1. TTA volunteers must comply with the dress code guidelines of OCBF during normal business hours.
2. Radical departure from conventional dress or personal grooming includes, but is not limited to:

### Females

- No see-through or tight clothing worn under any circumstances.
- Excessive short dresses or skirts not acceptable attire under any circumstances.
- Blouses that show women's cleavage not acceptable under any circumstances.
- Tank tops, tube or halter-tops, or shorts not worn under any circumstances.
- No excessive makeup on women.
- Shoes that provide safe, secure footing, and offer protection against hazards.
- Hairstyles that are not in good taste.

### Males

- No excessively long hair and untrimmed facial hair on males.
  - No sagging pants and athletic t-shirts.
  - No body piercing (ears, nose, etc.)
  - Shoes that provide safe, secure footing, and offer protection against hazards.
  - Hairstyles that are not in good taste.
  - Offensive body odor and poor personal hygiene not professionally acceptable.
3. Volunteers working with children in recreational and athletic activities may wear befitting shorts, warm-ups and other appropriate attire during these programs.

4. Volunteers that serve as mentors in the public schools must adhere to TTA's dress code for public schools, which is aligned with the public schools dress code policy.
5. The organization will not be held liable for damage to clothing or accessories while you are on duty.

## ***Drug-Free Workplace***

**Policy:** TTA shall maintain a workplace that is free of drugs and alcohol and prohibit the use of drugs and alcohol by its employees and volunteers during TTA business. Volunteers who work under the influence of drugs or alcohol endanger their own health and safety and the health and safety of others, and can cause a loss of efficiency and productivity or a disruptive working environment.

### Definitions

- A. "Legal drugs" means any drug, including prescription drugs and over-the-counter drugs, that has been legally obtained and that is not unlawfully sold or distributed.
- B. "Illegal drugs" hereafter referred to as "drugs" means any drug or substance that (a) is not legally obtainable; or (b) is legally obtainable but has not been legally obtained; or (c) has been legally obtained but is being sold or distributed unlawfully. The term includes, but is not limited to, marijuana, cocaine, opiates, amphetamines, and phencyclidine.
- C. "Abuse of any legal drug" means the use of any legal drug (a) for any purpose other than the purpose for which it was prescribed or manufactured; or (b) in a quantity, frequency, or manner that is contrary to the instructions or recommendations of the prescribing physician or manufacturer.

### Prohibited Behavior

- A. The unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance by volunteers while on TTA premises or on TTA business shall be prohibited.
- B. Reporting to volunteer duty with alcohol or illegal drugs in the body shall be prohibited.
- C. Conducting business, which includes driving vehicles or operating TTA equipment, while under the influence of alcohol or drugs shall be prohibited.
- D. Engaging in the use of alcoholic beverages on or off TTA premises during business/program hours shall be prohibited.
- E. Engaging in any of these prohibited activities will result in disciplinary action up to termination.

## ***Email Distribution Lists***

**Policy:** E-mail distribution lists shall only be used for approved TTA/OCBF business. In other words, there is to be no personal or non-official use or reproduction of e-mail distribution lists.

### **Procedures:**

1. TTA's administrative assistant keeps and manages all e-mail distribution lists related to the organization. The administrative assistant maintains updated email information on TTA volunteers, TTA participants, special guests and visitors.
2. All group email correspondence to distribution lists must have the prior approval of the executive director before dissemination.
3. Email distribution lists must not be shared with persons, organizations or companies outside of TTA/OCBF without the approval of the executive director and/or senior pastor. If such an approval is ever granted, only authorized staff will be permitted to share email.
4. Volunteers will not have access to e-mail distribution lists. All emails sent on behalf of volunteer leaders (leaders of small groups, Bible studies, or volunteers) must be approved by the executive director and sent to distribution lists by TTA personnel. Emails must be sent by blind copy (BCC) to distribution lists.
5. Volunteers should notify a program director or any member of management upon learning of violations of this policy.

## ***Inclement Weather***

**Policy:** The executive director or his/her designee may close the organization due to inclement weather or due to an emergency on days other than regularly scheduled holidays. During inclement weather, TTA shall follow the closing policy of Oak Cliff Bible Fellowship Church. Should this occur, every attempt is made to notify volunteers using a telephone chain and/or announcements over TTA/OCBF websites.

## ***Mandatory Reporting of Child Abuse and Neglect***

**Policy:** Volunteers working with children "having cause to believe that a child's physical or mental health or welfare has been or may be adversely affected by abuse or neglect" shall report the case immediately to TTA personnel, i.e. director or program coordinator on duty.

TTA personnel shall immediately report suspected child abuse and neglect to a law enforcement agency or to the Texas Department of Protective and Regulatory Services, under Chapter 261 of the Texas Family Code. Failure to report suspected child abuse or neglect is a class B misdemeanor punishable by imprisonment for up to 180 days and/or a fine of up to \$2000.

## **Procedures:**

1. A mentor will notify his/her in-school mentor coordinator or school personnel of suspected child abuse and neglect. All other volunteers working with children will notify a director or program coordinator on duty.
2. The mentor should meet with the in-school mentor coordinator or school personnel in the absence of the in-school mentor coordinator to begin the paperwork in the reporting process. The mentor can complete the mentoring session a little early and then proceed with reporting suspected abuse or neglect.
3. The in-school mentor coordinator and volunteer must fill out the Incident/Accident Report form detailing critical information about the alleged incident of abuse or neglect. Once completed and reported, this form will be kept in the mentee's file folder.
4. The in-school mentor coordinator or TTA director must then file a report within 48 hours to a law enforcement agency or Child Protective Services (CPS), or a department of the Texas Department of Protective and Regulatory Services (TDFPS). TDFPS has a toll-free 24-hour Abuse Hotline: 1-800-252-5400.
5. In some cases, the agency may require the mentor to be interviewed or make contact with them directly. In such cases, a TTA director will accompany the mentor as allowed by TDFPS.
6. The same procedures outlined above will be followed for any suspected child abuse and neglect by any staff person, program representative, or volunteer.
7. In addition, the alleged abuser will be investigated by TTA executive staff and board members.
8. During such an investigation, the alleged abuser will be immediately restricted from contact with youth, suspended from participation in the program or terminated.
9. In the case of suspicion of a mentor, the parent/guardian and school will be immediately informed of the suspicion.
10. All program staff, agency representatives, and volunteers must be trained on state statutes of child abuse and neglect laws, and the agency's mandatory reporting policy and procedures prior to working with youth or participating in the TTA school-based mentoring program or any program involving children.

## **TTA Holidays**

**Policy:** TTA observes the following holidays:

<i>New Year's Day</i>	<i>Independence Day</i>	<i>Christmas Eve-</i>
<i>Martin Luther King Day</i>	<i>Labor Day</i>	<i>New Year's Eve</i>
<i>Good Friday</i>	<i>Thanksgiving Day</i>	
<i>Memorial Day</i>	<i>Day after Thanksgiving</i>	

## **Safety Standards**

**Policy:** Since TTA strives to ensure a safe workplace, it shall be the responsibility of each volunteer to adhere to the safety standards and emergency procedures established by the organization.

### **Procedures:**

1. Volunteers must adhere to good safety practices as posted, instructed and discussed.
2. Volunteers must refrain from any unsafe act that might endanger oneself, the people TTA serves or fellow workers.
3. Volunteers should use all safety devices provided for his or her protection and report any unsafe situation or acts immediately to the supervisor.
4. Electrical equipment should be turned off when not in use.
5. Volunteers should notify the supervisor of any equipment that has cracked, exposed wiring, is causing a shock, or emitting sparks, or appears to be a potential fire hazard.
6. TTA should have written fire emergency procedures posted in plain site.
7. Volunteers should follow all fire prevention measures established by the organization.
8. Volunteers should familiarize themselves with the location of fire exits, alarms and extinguishers.
9. First aid supplies are located in the supply closet. Volunteers should familiarize themselves with their location.
10. Volunteers must assume his or her share of the responsibility for thoughtless or deliberate acts that cause injury to oneself, fellow workers and/or participants.
11. Failure to comply with safety requirements can result in immediate termination.

## **School-based Mentors**

**Policy:** Volunteers that are interested in TTA's school-based mentoring shall undergo an extensive background check and must be approved by TTA and the school before serving as mentors in TTA's participating public schools. To ensure the protection and wellbeing of the child, school, mentor and TTA, mentors shall adhere to the following procedures.

### **Procedures:**

#### School Rules

1. The school has rules to ensure compliance with a myriad of federal, state and local laws and regulations as well as school board policy. The rules are designed to protect and enhance the safety and wellbeing of all individuals on the school campus. Follow the school rules at all times, no matter what your opinion of them.

#### Meeting with Students

2. All meetings and/or activities with students **MUST** take place on the school campus, or as part of a school-sponsored field trip.
3. All activities with a student or students must take place in a room with an open door or on the school grounds in sight of school staff or representatives.
4. Off campus contact is strictly prohibited unless it is under the direct supervision of school officials or with the student's parent(s).
5. Never give a student your home or cell phone number.
6. Each time you visit the school, check in with the school's administration office. In addition, please sign the TTA log book that will be in a designated location at the school.
7. While on school property, **ALWAYS** wear your TTA identification badge so that it is clearly visible.

#### Transportation

8. Transporting a student in your personal car or a TTA vehicle is strictly prohibited. Students must be transported in a school-district bus (field trips), in a school's official vehicle or in a parent or legal guardian's vehicle. Do not put yourself in the position of being alone with any student in any vehicle.

#### Physical Contact

9. Many of the children we work with have a strong need and desire for positive physical contact with caring adults. You are encouraged to be a positive role model, however, your physical contact should be limited to holding a hand, giving a soft pat on the back or the sharing of a hug in full view of other school officials. Remember, what you see as simple, friendly affection between the student and yourself may be viewed as something entirely different by someone else.

## Confidentiality

10. All information you are told about your student or students is confidential and sharing that information with others may be a violation of the law. Do not allow yourself to make a promise to a student that you will keep confidential information secret. Tell the student that they are free to share confidential information with you, however, there are certain things that you are required by law to tell the principal. The exceptions to confidentiality are:

- If a student confides that he or she is the victim of sexual, emotional or physical abuse, you MUST notify the in-school mentor coordinator or student's principal or his/her designee immediately. Incident/accident report forms, with the 800 number to report child abuse or neglect, are provided to mentors and in-school mentor coordinators for completion in case of child abuse or neglect or if a child is injured during a TTA activity.
- If a student tells you of their involvement in any illegal activity or intent to harm self and/or others, you must tell the in-school mentor coordinator or principal or his/her designee immediately. Again, an incident/accident report form must be completed in this situation.

## ***School-based Mentor Match Closure***

**Policy:** TTA shall institute procedures for terminating a mentor/mentee match. The process shall outline potential circumstances for closure and list the steps needed to effectively close the match in each situation.

### **Procedures:**

1. At the point it is decided that a match is closing, the mentoring program staff will fill out a Match Closure Summary form and guide all participants through the closure process. A copy of the Match Closure Summary will be placed in the both the mentor and mentees' files.
2. All closures must be classified as to the reason for the match ending. The major classifications are as follows and the circumstances will dictate the procedure to be followed:

#### Planned

A planned closure is one that has been known about for a period of time such as three months or more. Common reasons for planning a match closure may include the match is reaching the end of the one-year commitment, the youth ages out of the program, and/or the goals of the match have been achieved.

## Extenuating

Extenuating circumstances for match closure are usually more sudden in nature, and beyond the control of the program and/or its participants, i.e., relocation or moving away, or an unexpected personal crisis.

## Difficult

A difficult match closure is due to relationship or behavioral difficulties, i.e. lack of cooperation or contact, parental disapproval, irreconcilable issues, lack of compatibility, and/or violations of program policies.

3. In all cases, attempts will be made to have a closure meeting to include TTA and school staff, the mentor and mentee(s). The parent/guardian may attend if he/she desires. The meeting agenda should cover the following, depending on the circumstances of the closure:
  - Open discussion about the relationship ending
  - Complete the closure Exit Surveys
  - Discuss TTA's policy around future contact
  - Distribute participant Closure Letters
4. In the absence of a meeting, program staff will attempt to contact all parties by phone to inform them the match is closing and how best to proceed in closing the match. Closure Letters and Exit Surveys will be mailed out to the mentor, mentee, and parent/guardian and will include enclosed, self-addressed, stamped envelopes.
5. In all circumstances, the mentor, mentee, and parent/guardian should all receive a Closure Letter stipulating the match has formally ended and any future contact is beyond the scope and responsibility of TTA.
6. Program staff must coordinate closure proceedings with evaluation requirements and assist in any way necessary to gather evaluation data during this process.
7. Copies of the Closure Letters and all completed Exit Surveys should be placed in the respective mentor or mentee files.
8. Depending on planned future participation in the program, the files of mentors and/or mentees exiting the program should be kept active or placed in the program archives.

## ***Smoke-Free Environment***

**Policy:** TTA shall offer a smoke-free work environment. Smoking is prohibited at or on any of the OCBF/TTA locations or properties or in any OCBF/TTA owned vehicles. Violation of this policy shall result in disciplinary action up to termination.

## **Procedures:**

1. TTA will not allow vending machines that dispense tobacco products on site. Volunteers will not provide, distribute, or facilitate participant access to tobacco products.
2. Volunteers will not use tobacco products in the presence of adolescent participants and/or during program activities at any location.
3. Volunteers will prohibit adolescents from using tobacco products on the program site or during structured program activities at any location.
4. Non-compliance of this policy by volunteers should be reported to a program director or his/her designee for appropriate action, including notifying the executive director of the infraction.

## ***Solicitation and Distribution***

**Policy:** In an effort to ensure a productive and harmonious work environment, persons not employed by TTA may not solicit or distribute literature in the workplace at any time for any purpose.

## **Procedures:**

1. The posting of written solicitations on company bulletin boards is restricted.
2. These bulletin boards display important information, and volunteers should consult them frequently for internal memoranda and organization announcements.
3. If volunteers have a message of interest to TTA, they may submit it to the executive director for approval.

## ***Use of Physical Restraint***

**Policy:** Under no circumstances shall physical punishment ever be administered to persons served. This policy is applicable to volunteers, employees, and contract personnel.

On rare occasions, however, it may be necessary to physically restrain or remove a participant from a TTA program or activity in order to prevent injury or the threat of injury to the participant, to other participants, to volunteers, to employees or to the public at large. A volunteer must notify the supervisor on duty when encountering a disruptive situation. The removal of a disruptive individual should be done in the least restraining manner possible, given the specific circumstances of the situation and the disruptive individual.

## **Visitors**

**Policy:** To provide for the safety and security of volunteers, staff, participants and the facilities at OCBF/TTA, only authorized visitors shall be allowed in the workplace and/or on program sites. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards volunteers, staff and clients welfare, and avoids potential distractions and disturbances.

### **Procedures:**

1. Volunteers must have the permission of a program director before allowing their visitors access to program sites and/or OCBF/TTA facilities.
2. Volunteers should assist staff in directing all visitors to the reception area in the appropriate building. Authorized visitors will receive directions or be escorted to their destination. Volunteers are responsible for the conduct and safety of their visitors.
3. If an unauthorized individual is observed on OCBF/TTA's premises, volunteers should immediately notify the supervisor on duty or, if necessary, direct the individual to the reception area.

## **Volunteer Conduct with Children**

**Policy:** Volunteers who specifically work with children shall be expected to behave in a manner that protects the health, safety, rights, and welfare of participants.

### **Procedures:**

1. Smoking or use of tobacco products in the presence of children is prohibited.
2. Using, possessing, or being under the influence of alcohol or illegal drugs is not tolerated.
3. Volunteers must not abuse children including:
  - Physical Abuse—strike, spank, shake, slap
  - Verbal Abuse—humiliate, degrade, threaten
  - Sexual Abuse—including inappropriate touching and exposure
  - Mental Abuse—inconsistent standards, communicating one behavior and rewarding the opposite
4. Volunteers must treat children of all races and cultures with respect and consideration.
5. Volunteers must use positive techniques of guidance, including positive reinforcement and encouragement rather than competition, comparison or criticism.
6. Volunteers should abstain from humiliating or frightening discipline techniques.

7. Volunteers should not use profanity in the presence of children or parents.
8. Volunteers must refrain from inappropriate display of affection toward others in the presence of children, parents, and staff.
9. Monetary and expensive gifts to volunteers are prohibited.
10. Volunteers must be free of physical and psychological conditions that might adversely affect children's health, including significant fever or contagious conditions.
11. Volunteers must be positive role models for youth by maintaining an attitude of respect, loyalty, patience, integrity, courtesy, tact and maturity.
12. Volunteers must do everything in their power to avoid being put in a situation where they are alone with a child. In fact, caring for any children other than their own, on a one-on-one basis, such as babysitting, is prohibited.
13. Inviting children to a volunteer's home without full knowledge of the child's parent(s) and without another adult present at all times is strictly prohibited.
14. Texas State law requires that all citizens report any suspected abuse or neglect of a child to the Texas Department of Family and Protective Services or a law enforcement agency.
15. Volunteers must complete an incident/accident report form in the case of injury to a child during a TTA activity or suspected child abuse or neglect.

## ***Workplace Violence Prevention***

**Policy:** TTA/OCBF is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, TTA/OCBF shall adopt following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

### **Procedures:**

1. All employees, contract labor and volunteers should be treated with courtesy and respect at all times.
2. Volunteers are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.
3. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of TTA/OCBF without proper authorization.
4. Conduct that threatens, intimidates, or coerces another employee, volunteer, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

5. All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.
6. All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.
7. TTA/OCBF will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical.
8. In order to maintain workplace safety and the integrity of its investigation, TTA/OCBF may suspend volunteers pending investigation.
9. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of volunteer service.
10. TTA encourages volunteers to bring their disputes with other employees to the attention of their supervisors or the Human Resources Department before the situation escalates into potential violence. OCBF is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

## V. STAFF DIRECTORY—Main Phone Number

Name	Position	Work Number
	Executive Director	
	Administrative Assistant	
	Receptionist	
	Director of Public Schools Outreach	
	Director of TTA Technology and Education Institute	
	Director of Human Needs Assistance	
	Director Family Care Pregnancy Center	
	Director of Community Relations	
	Resale Store Manager	
	In-school Program Coordinator-Duncanville High School	
	In-school Program Coordinator-Lancaster High School	
	In-school Program Coordinator-Carter High School	
	In-school Program Coordinator-Cedar Hill High School	
	In-school Program Coordinator-Kimball High School	
	In-school Program Coordinator-South Oak Cliff High School	
	Recruiter-Trainer	
	T&EI Adult Program Coordinator	
	FCPC Client Service Coordinator	
	FCPC Nurse Manager	
	Human Needs Assistance Coordinator	
	OCBF Campus Security	