



Dream Centers

Volunteer Handbook

Revised July 2022

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Welcome

We are so excited you are joining the Dream Centers family, for without our amazing volunteers we would dry up and blow away! Volunteers outnumber program paid staff by 14 to 1 and represent 40 different congregations. You make a very real difference in the lives we are called to serve. Whether through hands on work at the Women's Clinic or Mary's Home, or behind the scenes support, we celebrate the gift of you. We look forward to getting to know you better in the days ahead. Please let us know if there is anything we can do to serve you as you share your very valuable time, skills, and gifts with us.

Who We Are

We are curious, humble learners with a growth mindset
We are driven toward the common good, with a passion to serve
We are people-smart, increasingly aware of ourselves and others

We are here to build a safe community. We seek to be authentically present with each other and offer the opportunity for each person to be seen and heard.

We Believe

We believe lives are transformed when we serve the whole person, which means meeting basic needs, providing people with effective health care, offering opportunities to learn and access life skills training, and providing safe community supporting healthy growth for our clients and each other.

Our Mission

To bring health and hope to those working to rebuild their dreams.

Our Vision

To be God-honoring places where no willing person is turned away.

Our Purpose

Our purpose is to mobilize the Church and others in the city to address gaps in care.

Dream Centers Programs

Dream Centers began with some of the most well-researched needs in our city. As we learn and grow, we will adjust our focus and ministry efforts based on the changing needs in our city, wherever gaps in care emerge. The Women's Clinic and Mary's Home are Dream Centers' two pillar programs.

Our History

Dream Centers began with the vision and passion of Pastors Brady Boyd and Matthew Ayers in the fall of 2010. They desired to follow Jesus into the city, recognizing the call on the Church of Colorado Springs to serve as Christ serves His church wherever people are in need. Pastor Brady called not only New Life Church, but several congregations to pray while Matthew interviewed community leaders to identify the greatest points of pain in the city. They discovered many gaps in care. Some gaps that became obvious were specialized women's health, behavioral health, and families experiencing homelessness.

The Women's Clinic

Through prayer and a passion to serve, volunteers and donors across the city planned the first Dream Center, and the Women's Clinic was officially launched July 31st of 2011. We serve women ages 13–64, with a focus on GYN health. The Women's Clinic is the only free clinic in the area that offers medical care specializing in women's health. Women who experience poverty and homelessness often skip preventative care and ignore dangerous symptoms due to the high cost and not knowing where to turn. We care for thousands of women a year. The clinic is full of life-giving encouragement, Christ-centered love, and professional care. We have a holistic approach to health, caring not only for the physical body, but also providing spiritual and social services. Appointments are made for gynecological issues, such as Well-Woman Exam, birth control, sexually transmitted infection tests and treatment, pregnancy confirmation, limited OB ultrasounds, GYN ultrasounds, menopause, and hormone issues. Other services include counseling, chiropractic care, medical massage, physical therapy, life coaching, nutrition counseling, resource advocacy, and prayer.

Mary's Home

We began raising support for Mary's Home in 2012. Generous financial support of individuals, businesses like Church Community Builder, local churches and foundations like The Chapman Trust, the Crowell Trust, and Daniel's Fund have resourced the vision. From January 2014 when we broke ground, to May of 2015 when we launched, the prayerful work of Elder Construction, Echo Architecture, and the tens of thousands of hours and dollars people offered, made Mary's Home possible. We began with three families in one building. Today, up to 20 families at a time can experience life in this transformational community.

Mary's Home is a long term (2–5 years) supportive housing community that helps women and their children 7 years old and younger break free from the cycles of poverty and homelessness. Most of the Mary's Home residents have experienced physical, sexual, or emotional abuse. Mary's Home is a high challenge, high support program that focuses on safety, stability, education, and career preparation. Mary's Home mothers have a structured daily schedule of case management, therapy, and life skills courses that promote safety, security, health, character, and skills for future success.

Dream Centers Support Offices

The Dream Centers Support Offices provide ongoing support to Dream Centers Core Programs. Our Administrative, Advancement Team, and Operations offices are located here.

Locations and Phone Numbers

Dream Centers Support Offices – Administrative, Advancement & Operations Offices

Mailing address: 11025 Voyager Parkway, Colorado Springs, CO 80921

Physical address: 11035 Voyager Parkway (The Tent), Colorado Springs, CO 80921

Phone: 719.247.2007

Dream Centers Women’s Clinic

4360 Montebello Dr, Suite 900, Colorado Springs CO 80918

Phone: 719.388.1545

Dream Centers Mary’s Home

Family Services Center (FSC), 3657 Michigan Ave, Colorado Springs CO 80910

Phone: 719.301.5411

[Volunteers Reflected in Organizational Chart](#)

[Meet the Staff](#)

Philosophy of Volunteer Engagement

Volunteers are integral partners in providing hope at every level of Dream Centers. We are committed to providing exemplary training and support so that volunteers are empowered to contribute their full range of talents, skills, and expertise. We recognize that volunteers may offer knowledge and skill sets that our staff do not possess. We appreciate their energy and passion. Volunteers allow us all the capacity to dream!

Even if we had sufficient resources to hire unlimited staff, we would still choose to involve volunteers because of the diversity and enrichment they bring. Volunteers are valued Dream Centers ambassadors in our community and beyond.

As wise stewards we take seriously the responsibility of our volunteers and staff to intentionally practice self-care. We understand our emotional and relational capacities may be depleted through our work. This requires us to find healthy avenues of refreshing and renewal to continually equip us for sustainable service.

What is Trauma?

Trauma may result from something that happened once (such as natural disaster, catastrophic accident, or unexpected loss) or it may be ongoing (such as domestic violence, physical, sexual, or emotional abuse, neglect). It is particularly complex when an individual experiences harm from someone who is also a primary caregiver (e.g. abuse from a parent). It affects an individual's overall physical, mental, emotional, and spiritual well-being. It frequently produces a sense of fear, vulnerability, and helplessness. It can also affect families and communities.

What is Trauma Informed Care?

At Dream Centers, we strive to be the hands and feet of Jesus to our clients through our commitment to providing trauma-informed care. Trauma-informed care at Dream Centers is a **strengths-focused approach** grounded in an understanding of and responsiveness to the impact trauma plays on the health and behavior of each client. Our programs strive to be trauma-informed in everything we do from our emphasis on **physical, psychological, and emotional safety** for providers and clients, to the **policies and procedures** implemented as an organization. Even the **physical environment** of our programs have been designed with trauma-informed principles in mind. At Dream Centers, trauma-informed care helps us fulfill our mission to restore health and hope to families working to rebuild their dreams.

Each program will have its specific way of working with trauma and it is important to follow the policies and procedures set out in your orientation and training. Please take part in ongoing trainings provided for you, they will serve you well not only at Dream Centers but also offer you better understanding of the greater community around you.

If you have overcome trauma in your own life or are still on your own healing journey, please be aware that you may experience unexpected reactions while serving. Even without a trauma history, compassion fatigue may occur, and we encourage you to take the appropriate measures necessary to practice good self-care.

Nondiscrimination Policy

It is the policy of Dream Centers not to discriminate on the basis of race, color, national origin, sex, age, disability, or genetic information.

As a religious institution, Dream Centers is permitted and reserves the right to prefer volunteers or prospective volunteers on the basis of religion. A qualified applicant may be required to be an active follower of Jesus, will meet the minimum requirements of the essential and non-essential functions of the assignment for a specific position, and may need to agree with our statement of faith (the [Nicene Creed](#)).

As Christ followers, we believe we should serve others indiscriminately. For that reason, 100% of our services are available to our service populations regardless of race, religion, sexual orientation, color, immigration status, age, or disability.

Statement of Faith Affirmation Policy

Dream Centers recognizes that not all volunteers will subscribe to their statement of faith. At times programmatic needs may best be served by an individual who does not subscribe to our statement of faith. Volunteers serving in episodic opportunities, or for short-term projects (e.g., special assignments), or in a minimal client/resident interaction assignment may not be required to affirm our statement of faith. They must be faith-friendly and not actively promoting other faith perspectives at Dream Centers. It is ultimately the program's prerogative on when affirmation of our statement of faith is essential. This is included in the volunteer position description.

Minors Serving as Volunteers Policy

Occasionally a special Dream Centers event may allow minors to volunteer. Minor volunteers must be accompanied by their parent, legal guardian, or an adult with the permission of the parent or legal guardian. A minor volunteer must provide a signed waiver from the parent or legal guardian to the event coordinator prior to the start of the activity. The minor volunteer must be accompanied by the supervising adult at all times.

The minimum age requirement for serving in a medical capacity at the Women's Clinic is 21. For non-medical assignments service may be possible at 18 depending on educational background and skills necessary to the position. There are no suitable avenues of service for minors at the Women's Clinic. The minimum age requirement for Mary's Home is 18.

Ethical Conduct Policy

Each volunteer has an obligation to always behave with honesty and integrity. Volunteers of the Dream Centers must scrupulously comply with all laws and government regulations and must deal honestly with all people in all work practices.

Conflict of Interest Policy

1. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for that volunteer or for a relative as a result of Dream Centers' business dealings. For the purpose of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage.
2. The mere existence of a relationship with outside firms does not necessarily create a conflict of interest. However, if volunteers have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to their

program director or the chief operating officer as soon as possible the existence of the relationship so that safeguards may be established to protect all parties.

3. If you are uncertain as to the applicability of this policy to your work, seek guidance from your program director.

Confidentiality Policy

Dream Centers deals with many confidential issues pertaining to its residents, clients, patients, volunteers, donors, partners, and staff. Volunteers must be aware of this and be able to properly handle confidential issues that arise as a part of their work assignment, whether directly or indirectly.

Volunteers must maintain strict confidentiality when dealing with counseling, contributions, donors, patient/resident lists, personnel information, and other types of information that is or might be considered private to our residents, clients, patients, volunteers, donors, partners, and staff. Examples of this type of information include but are not limited to:

- Sensitive information in meetings
- Identity of those seeking services
- Private information regarding staff, residents, clients, patients, volunteers, donors, partners, or their families (including but not limited to contact information)
- Confidential legal matter
- Financial contribution data
- Medical Information

Volunteers should never exchange personal contact information with any resident, client, or patient without prior approval from the program director.

Dream Centers Expenditures Policy

Volunteers may use Dream Centers' funds only with prior approval and at the direction of Dream Centers staff.

Cell Phone While Driving Policy

Volunteers are strictly forbidden to use their cell phones or mobile electronic devices while operating a motor vehicle on behalf of Dream Centers.

Harassment and Sexual Harassment Policy

Harassment may be verbal (epithets, threats, derogatory statements, slurs, unwelcome jokes, teasing, innuendo) physical (unwelcome touching, assault, gestures, physical interference with one's work), or visual (posters, drawings, faxes, email, texts). It may involve unwelcome sexual advances or unwelcome invitations to participate in offensive conduct. Harassment may originate from staff, volunteers, supervisors, clients, or others visiting

Dream Centers. In whatever form and from whatever source, it is forbidden. Anyone who violates this policy will be subject to discipline, up to and including termination.

Definitions

- **“Sexual Misconduct”** is any sexual conduct that arises during work hours or on the premises which involves a staff member or volunteer and another person, and constitutes unlawful activity, and sexual harassment or activity.
- **“Sexual Harassment”** is any unwelcome sexual advance, request for sexual favors, or other verbal, written or physical conduct of a sexual nature when:
 1. Submission to such conduct is made either explicitly or implicitly a condition of volunteer engagement.
 2. Submission to or rejection of such conduct is used as the basis for volunteer engagement decisions affecting the individual.
 3. Such conduct has the purpose or effect of unreasonably interfering with an individual’s work assignment or creating an intimidating, hostile, or offensive working environment.

Any volunteer who feels they may have been subject to harassment or sexual harassment or inappropriate sexual conduct should take the complaint directly to their program director or the chief operations officer.

The goal of Dream Centers is to provide a workplace free from matters that do not relate to its mission—in particular, tensions created by non-work-related conduct. This includes ethnic, racial, sexual, or gender-related remarks, animosity, unwelcome sexual advances or other such conduct that does not belong in the workplace. Dream Centers will not tolerate any form of harassment for any reason including, but not limited to: race, religion, national origin, disability, age, gender, childbirth or related medical condition, height, weight, familial status, marital status, or genetic information. We will not tolerate retaliation for refusing unwelcome harassing overtures, for reporting instances of harassment, or for providing statements or evidence related to alleged harassment.

Obligation to Report Policy

There are two types of reporting described by this policy: internal and external. Internal reporting provides notice to Dream Centers officers of suspected instances of *sexual misconduct*. External reporting provides notice to local law enforcement of *child abuse or neglect*. Even suspicion of an instance should be reported to designate parties, regardless of actual evidence.

Internal Reporting of Instances of Sexual Misconduct: Volunteers who reasonably suspect an incident of sexual misconduct or who believe that they are victims of sexual misconduct shall immediately provide a detailed report of the same to their program director or the Dream Centers chief of operations officer. Upon request of the investigation team, the individual making the report shall also provide a detailed written report.

External Reporting of Child Abuse or Neglect: Dream Centers will report every allegation of sexual abuse of a person who is a minor to local law enforcement. In addition, Colorado law requires that when a mandated reporter has reasonable cause to suspect that a child has been subjected to abuse or neglect or is being subjected to circumstances or conditions that would reasonably result in abuse or neglect, he or she must immediately report this information to their program director, both by phone and in writing. "Mandated reporters" include clergy, school volunteers, medical personnel, mental health professionals, and others.

Child abuse or neglect includes more than sexual misconduct against a minor as defined by this policy. In addition to sexual misconduct against a minor, it includes physical injury of a child which is not reasonably explained or not likely to be accidental. It includes malnutrition, failure to thrive, and inadequate parental provision of food, clothing, shelter, or medical care. It also includes emotional abuse resulting in impairment of a child's intellectual or psychological functioning.

If at any time a Dream Centers volunteer reasonably suspects child abuse, it is the responsibility of the volunteer to report the suspected abuse in an incident report to their program director. The program director will work with the chief operations officer to submit a report of this suspicion to the local county department of social or human services at (719)444-5700 or 1-844-CO4KIDS or the police department. It is not the volunteer's role to investigate suspected abuse—only to report it to their program director. Persons who make a good faith report are immune from civil and criminal liability. Additionally, the law provides for the protection of the identity of the reporting party.

A Dream Centers staff member or volunteer who fails to report suspected child abuse or neglect commits a class 3 misdemeanor and may be punished as provided in section 18-1-106, D.R.S. The volunteer personnel could also be liable for damages "proximately caused thereby."

Any questions regarding external reporting obligations or procedures may be discussed with the program director or the Dream Centers chief operations officer. Generally, the Department of Human Services receives reports involving family situations while the police take reports regarding non-family situations. In every circumstance of such a report, staff and volunteers must provide a copy of the written report to the chief operations officer. To the extent possible, written reports to local law enforcement should include the following:

- The name, address, age, gender, and race of the child;
- The name and address of the alleged perpetrator, or the person or persons responsible for the suspected abuse or neglect;
- The nature and extent of the abuse, neglect or injury of the child;
- The family composition;
- The source of the report and the name, address and occupation of the person making the report;
- Any action taken by the reporting source;

- Any additional helpful information

Action Where Guilt Is Determined

Any Dream Centers volunteer who admits to, does not contest, or is found guilty of an incident of sexual misconduct shall be immediately disciplined or terminated from service or any position of responsibility with Dream Centers.

Retaliation Prohibited

No supervisor shall have the authority to retaliate against a victim, reporter, or witness of harassment because of their report. Any such retaliation is subject to prompt reversal upon completion of any related investigation.

Self-Reporting Requirement

Individuals applying for volunteer positions are expected to report any criminal charges or convictions occurring after the date of their application to the program director or the Dream Centers director of volunteer engagement.

Individuals accepted for a volunteer position have a continuing obligation to self-report this information in writing within five (5) business days of criminal charges or convictions to the program director or the director of volunteer engagement until their volunteer service at Dream Centers comes to an end. Failure to report this information is a violation of policy and may lead to disciplinary action up to and including termination of volunteer service.

The self-reporting requirement under this policy is in addition to any other reporting requirement and does not remove responsibility to report according to licensure or under any other policy.

Violence-Free Workplace Policy

Violence by a volunteer or staff member or anyone else against a volunteer or staff member or anyone else will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injury to staff and volunteers at work and visitors on premises. Dream Centers further establishes that all its officials, supervisors, staff, and volunteers will treat each other with courtesy, dignity, and respect. Dream Centers is committed to a violence-free workplace. If you receive or overhear any threatening communication from a volunteer, staff member or outside third party, report it to your supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to a volunteer, staff member, or anyone else on our premises, contact an emergency agency (911) immediately.

Firearms Policy

Dream Centers volunteers are not authorized to carry a handgun on Dream Centers' premises. Additionally, volunteers may not carry a handgun at any time the volunteer is acting or appearing formally or informally as a Dream Centers representative without written approval from the chief operations officer.

The only exceptions to the Dream Centers Firearms Policy are designated New Life Church Life Safety personnel and contracted security officers with a required permit.

Alcohol, Drugs and Controlled Substances Policy

To provide a safe environment for all staff, volunteers, clients, and visitors, Dream Centers will not tolerate or permit the use, possession, transfer, or trafficking of intoxicants, illegal drugs, or controlled substances in any manner on Dream Centers' property or in personal vehicles parked at Dream Centers. This includes reporting for volunteer assignment showing evidence of prior consumption of intoxicants, illegal drugs, or controlled substances. If Dream Centers has reason to believe a volunteer has violated any aspect of this policy, they will be immediately suspended from their volunteer assignment with possible termination of volunteer service.

Smoking and Tobacco Use Policy

Dream Centers designates all facilities as smoke and tobacco free. A smoke and tobacco free environment directly protects clients, patients, visitors, volunteers, staff, and residents, and confirms our commitment to the promotion of health.

Because Dream Centers may be subject to criminal and civil penalties for violations of applicable smoking laws, we must insist on strict adherence to this policy. Volunteers smoking in any non-smoking area may be subject to disciplinary action, up to and including termination.

Volunteers, if using tobacco products off premises, are expected to be respectful of residents and businesses adjacent to their activities and to not loiter or discard tobacco products that will negatively impact the environment and/or reflect negatively on Dream Centers.

Social Media & Fundraising Policy

When "Sharing" on social media about Dream Centers information and events to help raise awareness of Dream Centers in the community, we appreciate your discretion and ability to appropriately "share" this information.

We are grateful for the kindness and generosity of those who contribute to Dream Centers by designating a portion of their business profits to us. Fundraising efforts require careful consideration. It is important that in your social media presentation you do not represent yourself as an agent of Dream Centers, or that your fundraising efforts are a Dream Centers sponsored activity.

Please refrain from soliciting fellow volunteers or staff in fundraising verbally or with flyers, order forms, etc. This includes but is not limited to your personal business, fundraising for Girl Scouts, Boy Scouts, schools, churches, etc. We recognize that other organizations are doing wonderful work; however, all Dream Centers sites will remain free of solicitation of any kind. All Dream Centers staff and volunteer personal contact information is strictly for the work of Dream Centers and is not to be used for any solicitation. Should you have questions regarding fundraising, please talk with your program director.

Requests for References or Volunteer Information Policy

Volunteers should not provide information (verbal or written) regarding current or former staff or volunteers to any person, firm, organization, or institution who is not part of Dream Centers. Please refer any request for staff information to the chief operations officer.

Please refer any request for volunteer information to the director of volunteer engagement.

Children in the Workplace Policy

Dream Centers hopes that volunteers and their families feel welcome in the office; however, it is expected that volunteers will engage childcare for their children during their service time. This avoids distraction within the workplace and ensures compliance with liability requirements. Exceptions to this must be discussed with your supervisor or the program director.

Giving Money Policy

There will be challenging, difficult, or trying circumstances where people may not be able or willing to pay for certain necessities, such as prescriptions, referrals, bus passes, etc. Please bring this need to the attention of your supervisor or program director as there may be resources to assist with these needs.

Best practice is that you do not give money to any person receiving services through Dream Centers under any circumstances. If you have questions about this or would like to request an exemption from this policy, please speak with your program director.

Active Status

We expect all volunteers to assume responsibility for their regular and reliable attendance and promptness. If you know that you will be absent or arriving late for your assignment, please notify your supervisor before the start of your shift.

As an active volunteer we ask that you use the scheduling feature in Volgistics if your team utilizes this. You are responsible to add and remove yourself on the calendar. If possible, please provide your supervisor with two weeks' notice in advance of planned absences due to travel, schedule changes, etc.

Time Keeping

Accurate volunteer service hour records reflect actual staffing needs for Dream Centers as well as in kind donations. Your service hours aid in grant applications, are reported to the board of directors and are included in the annual report. We understand that service hours do not reflect your actual impact, but they are important. It is your responsibility to ensure your service hours are properly logged in Volgistics through VicTouch (on site ipad) or VicNet (your smart phone or home computer). Please check your service record monthly to verify your service hours are correct. Contact your supervisor or the director of volunteer engagement if you encounter difficulty posting your service hours or require a service entry edit.

Absenteeism

Never feel guilty about absences due to illness. Your health is most important to us. You are protecting our patients, clients, residents, staff, and other volunteers by not reporting to work with any infectious condition or fever. Please advise your supervisor as soon as possible that you are not available to serve and remove yourself from the Volgistics calendar.

If you fail to properly report your absences, this may be considered a voluntary resignation of your position, and your volunteer status may be changed to inactive.

Inactive Status

While we greatly appreciate you completing your commitment to serve (for most positions, a minimum of 9 months), we understand that life changes. Please let us know if you are unable to continue in active service as planned or become dissatisfied for any reason with your assignment. There may be an episodic area of service or new area of service available to you that better suits your gifts and season of life. If you determine you must step away, your record can be marked inactive with a note that you are eligible to re-engage and return to active status.

Re-engagement

A volunteer may request to return to active status provided they were not terminated due to gross misconduct. Depending on the length of time away from service, orientation and training may be required. If the original assignment is no longer available, other options may be explored.

Personnel Records

Dream Centers provides a record-keeping system and location for all volunteer personnel records. Volunteer personnel records are maintained for use by Dream Centers and will remain the property of Dream Centers. This documentation exists to enhance corporate memory and to allow accurate retention of information for all volunteers at Dream Centers.

Background Information and Documentation of Qualification

Any present and prospective Dream Centers volunteer may be required to complete a background check authorization, volunteer application, and interview as well as supply non-family member references and provide licensure information. The appropriate program staff will review all documents submitted and such documents will remain in the volunteer's confidential file.

Documentation and Administrative Actions

Should any volunteer be involved in any action contrary to the standards and policies of Dream Centers, the incident will be reviewed. A report of the incident and any administrative action taken will be filed in the volunteer's confidential file.

Updating Records

Volunteers are responsible to keep their profile up to date. Volunteers can update contact information, emergency contacts, availability, skills, licensure, and email preferences through the Volunteer Information Center in Volgistics. If you are comfortable sharing your race/ethnicity with us, you may do so on the "my Profile" tab of your profile. We collect this data to help us understand the diversity of our volunteer team. The Volgistics portal is accessed through the dreamcenters.com website and the volunteer login link. If you have difficulty logging in, please contact your supervisor or the director of volunteer engagement who are happy to help you.

Performance Expectations

In all dealings with guests, clients, staff, the public, and with each other, volunteers are expected to respect the dignity of each individual and to assist the mission of Dream Centers. Every volunteer is expected to be present on a regular and punctual basis, to be competent, to avoid appearances of impropriety, and to preserve the confidentiality of sensitive information.

Volunteers are expected to abide by the Dream Centers policies and procedures, and to observe best practice to perform the duties in any applicable assignment as assigned by their program of service.

Safety is important, and volunteers are expected to observe safety rules and contribute to a healthy, safe, and sanitary workplace.

Finally, accuracy and timeliness are important to the effective accomplishment of the mission. It is expected that all program reports or records will contain accurate and complete information to the best of the volunteer's knowledge, and that volunteers will keep those records up to date as outlined in the position description or in their training. Volunteers may not remove any Dream Centers records from Dream Centers' property without the permission of the program director.

Performance Evaluation

Your program of service may have an evaluation process for your assignment to include, but not limited to, skill and knowledge assessment prior to onboarding and a follow-up assessment after orientation and training. Please let your supervisor know if you would like further training to assist you in confidently performing your assigned responsibilities.

Dress Code

Dress code will vary with the program and activity. Please dress modestly so as not to be a distraction in the workplace. Please confirm with your supervisor what is appropriate for your location and assignment. For most volunteer service, you are required to wear your name badge. Your badge identifies you as a volunteer to our clients, patients, staff, vendors, and visitors.

Computer Usage

Volunteers should be aware that electronic messages and computer usage may be monitored to ensure inappropriate material is not being sent or received via email, website, and other methods of communication. Those using Dream Centers computer systems must not have any expectations of privacy in their use of the computers, systems, or anything that is created or maintained on them, including anything considered or marked "personal" When crafting an email on behalf of the organization, think of how this information would be viewed in a public setting. This provides a filter for appropriate language, tone, and content. Dream Centers reserves the right to monitor anything transmitted or stored on its computers, networks, and systems. We reserve the right to periodically inspect any Dream Centers hardware, at any time, for any reason. Any volunteers who are found to have used a Dream Centers device to view or interact with any sexually explicit or other inappropriate content, or who have engaged in any illegal activity using a Dream Centers device, will be

disciplined. This discipline may consist of loss of computer privileges, altered work responsibilities, or termination. A second offense will result in immediate termination.

Passwords

Volunteers must not share individually assigned passwords with others.

Personal Belongings

Please properly secure your personal belongings. Dream Centers is not responsible for personal belongings. Please do not bring valuables to work with you or leave personal property unsecured in work areas. If using a personally owned device to facilitate your assignment or service with Dream centers, it is covered under your homeowner's/renter's insurance.

Complaint Procedure

If a volunteer feels they may have been a victim of discrimination, they may file a complaint. A complaint by a volunteer should be addressed to the program director; if the program director is the subject of the complaint, it should be addressed to the chief operations officer.

The complaint should contain the following:

1. The type of discrimination that occurred.
2. Where and when the discrimination occurred.
3. The names(s) of the person(s) charged with discrimination.
4. The names of witnesses, if any.

Grievance Procedure

1. A grievance is a complaint regarding some matter considered by a volunteer as unresolved.
2. A volunteer is expected to make every effort to resolve problems as they occur through informal means. Volunteers should discuss workplace problems with their supervisor prior to initiating a formal grievance procedure. If this informal discussion fails to resolve the problem, the volunteer should prepare a written description of the problem at issue, including reference to the discussion that was held with the immediate supervisor and why the volunteer feels the resolution reached in the discussion was inadequate. This written grievance should be prepared and submitted to the program director within five working days after the conversation with the supervisor.
3. The program director will discuss the issue with the appropriate staff and the volunteer and provide a written answer to the volunteer, usually within five working

days of receiving the volunteer's written grievance. The decision given by the program director will be final and is not subject to review or appeal.

4. Where possible, volunteers are encouraged to resolve their interpersonal conflicts at the lowest level.

Holidays

The holidays on which the Dream Centers programs and offices may be closed are as follows:*

1. New Year's Day: January 1
2. Martin Luther King Jr. Day: Third Monday in January
3. Good Friday: Friday preceding Easter Sunday
4. Memorial Day: Last Monday in May
5. Independence Day: July 4
6. Labor Day: First Monday in September
7. Thanksgiving Day: Wednesday, Thursday, and Friday the week of Thanksgiving
8. Christmas Eve Day through New Year's Day: December 24–January 1
9. If a holiday falls on Saturday or Sunday, it may be observed on the preceding Friday or the following Monday, please check with your program to confirm any office closure.

*Please confirm with your supervisor that the schedule above is in effect for your program of service.

Weather Closures

The **Women's Clinic** inclement weather policy follows School District 11. If School District 11 schools are closed, the clinic is closed. If they are on delay, the clinic is on the same delay.

The **Mary's Home** inclement weather policy follows School District 11. If School District 11 schools are closed OR on delay, do not report for volunteer service at Mary's Home.

The **Dream Centers Support Offices** follow the New Life Church delays and closures.

Weather conditions may differ significantly depending on where you live. Should your program be open, and you determine it is unsafe for you to travel, please notify your supervisor as soon as possible that you will not be able to serve.

On-Site Emergency

For any life-threatening emergency at Dream Centers, dial 911. For non-life-threatening emergencies, contact the Dream Centers staff person provided to you at Orientation.

Thank You!

You made it through the entire handbook! We hope our heart to foster a safe and life-giving environment in which to serve is evident as well as presenting necessary policy information. [Please let us know](#) if you have any questions, or if there was something you would like to see included in the handbook that was not.

Receipt & Acknowledgement

Please click the link below to acknowledge you have read the handbook and to provide your electronic signature for this digital version of our Volunteer Handbook.

[Receipt of DCCS Volunteer Handbook](#)