

Dream Centers

Volunteer Handbook

Revised September 2026

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Welcome

A Note From Our Director of Volunteer Engagement:

Welcome to Dream Centers, and thank you!

I'm so excited to serve our community alongside you at Dream Centers. My journey here began as a Wednesday morning First Impressions volunteer at the Women's Clinic. Through my time volunteering, I came to know the heart and mission of Dream Centers and had the privilege of watching that mission lived out every day by staff and volunteers. Now, as the Director of Volunteer Engagement, it is my joy to connect volunteers with opportunities to serve our community in meaningful ways.

Dream Centers would not exist without the time, generosity, and dedication of volunteers like you. No matter what volunteer position you end up in, you help create a place where people feel seen, heard, and cared for.

This handbook will walk you through our expectations, policies, standards, and the practical information you need to serve well and safely. Please take it seriously, it exists to protect both you and the people we serve. But I never want the structure of this work to overshadow the heart behind it. We serve because we believe every person is a child of God and deserves to be treated with dignity, compassion, and respect.

If something here is confusing, if you ever have a hard day, or if you simply want to share a story about a moment that mattered to you, my door is always open. Volunteers are not an afterthought in this organization. You are valued partners in this work, and I want to hear from you.

Thank you for giving your time, your talents, and your compassion to people who need it.

Your work makes a difference, and it is deeply appreciated.

Warmly,



Samara Hubbard

Samara Hubbard
Director of Volunteer Engagement
Phone: 719.247.2009

Our Core Commitments

We are citizens of an eternal kingdom. Together, we join in God's work on earth as we impact our community.

We are resilient. In the face of pain and trauma, we act with grace, compassion, and calm.

We are a team that embraces growth, meeting every challenge with curiosity and humility. We are coaches – not critics or saviors. We empower people working to rebuild their dreams.

We are a community built on the foundation of love for God and for one another.

Our Mission

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

Dream Centers Programs

Dream Centers began with some of the most well-researched needs in our city. As we learn and grow, we focus our ministry efforts on the needs in our city, where gaps in care have emerged. The Women's Clinic, Mary's Home and Big Dream Early Learning are Dream Center's pillar programs.

Our History

The story of Dream Centers Colorado Springs began with a clear purpose to identify and fill the greatest gaps in care across our city. Dream Centers' vision is to bring hope, health, and opportunity to individuals and families in need.

As a faith-based nonprofit in Colorado Springs, we work to meet people at their point of pain with compassion and long-term support. This calling led to the creation of our two pillar programs, The Women's Clinic and Mary's Home, and the development of our third program, Big Dream Early Learning.

Today, participants at Mary's Home and patients at the Women's Clinic are rebuilding their dreams and their futures. Through community support and volunteers in Colorado Springs, lives are being transformed one family at a time. Together, we're helping create a stronger, more hopeful Colorado Springs community for all.

The Women's Clinic

The Women's Clinic is the only free gynecology clinic in the state for women ages 13-64, who are uninsured or underinsured, and have nowhere else to turn for their medical needs. Beyond the brilliant, specialized and integrated women's health, patients receive access to a full suite of wrap-around services including preventative care, behavioral health counseling, prayer and spiritual support, ultrasounds (GYN & OB), pregnancy resources, cancer screenings, patient navigation, medical massage therapy, and chiropractic appointments. Additional services offered include physical therapy, nutrition education, life and health coaching, and resource advocacy.

Mary's Home

Mary's Home is a multi-year residential program designed to break cycles of poverty and restore hope for single mother-led families exiting homelessness. Women accepted into the program are provided a fully furnished apartment to call their own and are supported by a community of peers, volunteers, and trained professionals who walk alongside them as they do the hard work of healing from past trauma, building capacity, and thriving as strong individuals and families. Life skills, behavioral health counseling, coaching, education, and career development are part of the high-challenge, high-support culture of Mary's Home.

Big Dream Early Learning

Big Dream Early Learning will be a trauma-informed early learning center for children ages 0-6 to break the costly cycle of poverty and homelessness before it has a change to take root. Ongoing stress and trauma, especially related to homelessness, can interrupt normal brain development for young children — often leading to heartbreaking and lifelong cognitive, relational, and behavioral challenges. But there is a unique opportunity with children six and under to reactivate the brain's normal developmental pathways and significantly alter their trajectory. Big Dream will permanently enhance children's learning, growth, and healing while providing essential support to families in our community.

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 Union Hall – Administrative, Advancement & Operations Offices
575 South Union Blvd, Colorado Springs, CO 80910
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
Phone: 719.301.5411

Director of Volunteer Engagement
Phone: 719.247.2009

Philosophy of Volunteer Engagement

Volunteers are an essential part of the Dream Centers mission. Together with our staff, they help bring hope, build relationships, and serve our community with compassion and excellence. We are committed to equipping volunteers with the training, support, and opportunities they need to serve confidently and use their unique gifts to make a meaningful impact.

We believe volunteers strengthen our organization not simply by expanding our capacity, but by bringing diverse experiences, perspectives, and talents that enrich our work and deepen our connection to the communities we serve. As ambassadors of Dream Centers, volunteers help extend our mission far beyond our walls.

We are also committed to cultivating a healthy culture of sustainable service. We recognize that serving others requires emotional, relational, and spiritual health, and we encourage both volunteers and staff to practice rhythms of rest, renewal, and self-care so they can continue serving with excellence for the long term.

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 are 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

Dream Centers is a faith-based nonprofit organization. Though we are a Christian organization, we are not affiliated with and do not endorse any particular church or denomination. Dream Centers has always been a place where a diverse group of Christ-followers can find common purpose in serving our city that transcends theological barriers and ideological labels. We welcome all of our volunteers and supporters, without regard to their identity, faith, or expression. As a faith-based organization, Dream Centers is permitted and reserves the right to prefer volunteers or prospective volunteers on the basis of religion. A volunteer who is regularly serving at Dream Centers is required to be an active follower of Jesus, meet the minimum requirements of the essential and non-essential functions of their volunteer position, and must agree with our statement of faith, the Nicene Creed.

The volunteers serving alongside you may hold different beliefs in areas including, but not limited to, political viewpoints, sexuality, personal convictions, and biblical interpretations. As you interact with fellow volunteers, staff, families and patients, remember that Dream Centers exists to help vulnerable women and children by serving the community and creating a welcoming environment for everyone.

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 there are certain situations in which volunteers are not required to subscribe to our 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 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 promote other faith perspectives at Dream Centers. It is ultimately the program's prerogative 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 for ongoing volunteer service at Mary's Home is 18. The only exception is Child Watch, for which the minimum age is 16. City Serve allows families with minor children to serve together at Mary's Home or Dream Centers Commons for specific days of service. The minimum age requirement for ongoing service 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.

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 director of operations 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.

HIPAA/Confidentiality Policy

Dream Centers deals with many confidential issues pertaining to its program participants, 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, client lists, personnel information, and other types of information that is or might be considered private to our program participants, 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, program participants, 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 program participant, 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 Dream Centers director of operations.

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 director of operations. 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 Dream Centers director of operations 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 director of operations. 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 Dream Centers director of operations.
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 volunteers.

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 volunteers 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 Dream Centers Director of Operations.

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 program participants, 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 program participants 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 or the Dream Centers director of volunteers.

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 Director of Operations. 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 or the Dream Centers Director of Operations.

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 VolunteerHub 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 and insurance applications and are reported on our annual IRS 990 forms. 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 VolunteerHub through the

onsite Kiosk or through your smart phone or home computer. The easiest way to do so is to check in when you arrive and check out when you complete your shift. Please check your service record regularly 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, program participants, 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 VolunteerHub 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 6-9 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. Renewal background checks are conducted routinely according to the volunteer's assignment.

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 their profile in VolunteerHub. The VolunteerHub 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.

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.

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, coverage is through 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 Dream Centers Director of Operations.

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. Juneteenth: June 19th
6. Independence Day: July 4
7. Labor Day: First Monday in September
8. Thanksgiving Day: Wednesday, Thursday, and Friday the week of Thanksgiving
9. Christmas Eve Day through New Year's Day: December 24-January 1
10. 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 opens at 10am.

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 Union Hall** follows School District 11. If School District 11 schools are closed OR on delay, do not report for volunteer service at the DC Commons.

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!

Thank you for investing the time to learn about Dream Centers and our volunteer community. We hope this handbook has prepared you to serve with confidence and provided the information you need to get started. If you have questions, don't hesitate to reach out.

Acknowledgement

Please return to your VolunteerHub account and select "I have read and agree" to confirm that you have read and understand the Dream Centers Volunteer Handbook.