Volunteer Handbook

The Parenting PATH • 500 W. Northwest Blvd • Winston-Salem, NC 27105 • (336) 748-9028
www.parentingpath.org

Pinwheels Thrift Store and Family Center • 631 Coliseum Drive • Winston-Salem, NC 27106
(336) 712-6522• www.PinwheelsWS.com

Updated 06/2024

Our mission

The Parenting PATH works to prevent and treat child abuse and neglect by strengthening families, enhancing parent/child relationships, and creating safer more stable communities.

A history of caring for the community

The PATH to strengthen families was started 40+ years ago, born from the **National Exchange Club's** national project of child abuse. In 1981 the Stop Child Abuse Now **(SCAN)** project was officially started in Winston-Salem in 1981 sponsored by the local chapter of the Exchange.

As SCAN, our agency worked successfully for families in our community until 2018 when as part of an evaluation of trauma-informed best practices, the board and staff asked if Stop Child Abuse Now (SCAN) was an appropriate name for our agency. The agency applied to be a part of an Action Learning Team project through Leadership Winston-Salem. The Action Learning Team conducted research with parents, recipients of services, community members, and donors. People felt more positive, more comfortable, and less stigmatized when the name of the agency didn't specifically say "child abuse". We realized that this change would continue to support our mission to be trauma-informed!

We became **The Parenting PATH: Positive Actions. Thriving Homes**.
The Parenting PATH has evolved to be much more than an agency that aims to prevent child abuse and neglect. We offer an array of services for all families to promote resilience, enhance positive family dynamics, and create more stable communities with a strengths-based approach.

Another way to serve the community

In our continued commitment to serve families and as an outreach to the larger community, we are opening the Pinwheels Thrift Store and Family Center. It is our hope that this second building will host our clinical services as well as be a space that welcomes families to be clients, class/group participants, shoppers, donors, community volunteers, and more!

VOLUNTEERS

Thank you for sharing your time and talents as a volunteer with us! We love having members of our community involved with our work to help strengthen families. Volunteers are critical to our success and are essential to the agency's operations!

As a volunteer, you may be asked to do any number of jobs/tasks. These tasks may include, but are not limited to:

- Helping with the administration/office duties
- Help sort and organize the thrift store
- Help with the intake of donations
- Customer services and point-of-sale transactions
- Beautification of our buildings (inside and outside)

What do we expect of our volunteers?

- Due to the delicate nature of our work, be respectful and maintain the privacy and confidentiality of all our clients
- Maintaining an open mind about other people's standards
- Carry out your volunteer duties according to the position description
- Be accountable for your actions and reliable with our time and yours
- While on duty, give your full attention to volunteer activities
- Complete all training and orientation when needed
- Inform your direct supervisor as soon as possible of any planned absences or lateness
- Treat everyone fairly, with dignity, and with respect
- Dress appropriately for the position you volunteered for
- Conduct yourself in a professional and responsible manner that prioritizes the safety, well-being, and best interests of the children, families, staff, and volunteers involved with The Parenting PATH.
- Volunteers who will be working directly with clients are required to complete an agency orientation prior to beginning their volunteer duties to ensure they understand The Parenting PATH's policies, procedures, confidentiality requirements, and expectations for client interactions.
- Successfully complete a background check prior to beginning any volunteer activities involving direct contact with children or families. Background checks are required for volunteers interested in working directly with clients and must be completed and approved by The Parenting PATH before those activities may begin.

Code of Conduct

- Our agency complies with the Drug-Free Workplace Act. Therefore, The Parenting Path enforces a drug-free workplace policy. The Parenting PATH prohibits the use, possession, sale, or trade of illicit drugs, other controlled substances, alcohol, and use of any tobacco products and e- cigarettes in the workplace, which includes any place where employees and or volunteers are representing or conducting business for the organization. All The Parenting PATH properties are considered smoke-free.
- The Parenting PATH is an equal opportunity employer and will abide by Federal and State NC laws prohibiting sexual and gender harassment and maintain an employment atmosphere free of discrimination, harassment, intimidation, bullying, and/or coercion. We will not tolerate discrimination, sexual or general harassment, or bullying by any employee or volunteer.
- The Parenting PATH is committed to preventing workplace violence and maintaining a safe work environment. The policy against violence in the workplace is zero tolerance. Any volunteer who commits a violent act and/or other threatening, unprofessional, or unsafe behavior will have their volunteer agreement terminated without prior warning. If you are the victim of, witness to, or are informed of any type of violent behavior or threat, report it immediately to you.
- For your safety, volunteers should never be alone in the building but always with an employee or lead volunteer.

Equal Opportunity Policy

- The Parenting PATH is responsible for providing a positive and safe volunteer environment, volunteer opportunities, and effective means of communication. Designated staff will provide orientation, training supervision, and feedback to volunteers to aid this process.
- Volunteers have the right to be treated fairly. To be free from discrimination, harassment, intimidation, bullying, or coercion. The Parenting PATH will not tolerate sexual harassment by any personnel. If it is a significant offense, it can result in the termination or the discontinuation of the volunteer.
- We will strive to find an assignment based on your interests, skills, availability, and needs. We will allow you to work as part of a team, contribute to the welfare of the community and the organization, and be recognized for your contribution. We will treat you as a fellow team member who contributes to our goals through your volunteer work.

Reporting Suspected Abuse and Neglect

- The words “abuse” and “neglect” are often used interchangeably, each type of maltreatment

is
distinct. Abuse is the intention of maltreatment of a child and can be physical, sexual, or

emotional. Neglect, on the other hand, is the failure to give children the necessary care they need.

- ➢ If you suspect that a child is being abused or neglected, or if you think a child may have died from being mistreated, you must report what you know to the county Department of Social Services. This is the law. Don't be afraid to report.

MINOR RELEASE FORM

(If the volunteer is under the age of 18)

Minor's Name_____

Parent/Guardian Name_____

Minor's Age/ Birthdate_____

Parent/Guardian Email Address_____

Parent/Guardian Phone Number_____

I, THE MINOR'S PARENT, and/or legal guardian, understand the nature of The Parenting PATH and the minor's experience and capabilities and believe the minor to be qualified and able to serve as a volunteer with the Project. I hereby release, discharge, covenant not to sue, and agree to indemnify and save and hold harmless each of the Releases (as defined above) from all liability, claims, demands, losses, or damages on the minor's account caused or alleged to be caused in whole or in part by the negligence of the Releases or otherwise, and further agree that if, despite this release, I, the minor, or anyone on the minor's behalf claims any of the Releasees named above, I will indemnify, save, and hold harmless each of the Releasees from any litigation expenses, attorney fees, loss liability, damage, or cost any may incur as the result of any such claim.

_____

Parent/Guardian Signature

_____

Date

PHOTO RELEASE FORM

I hereby grant **The Parenting PATH** and **Pinwheels**, an affiliate of **The Parenting PATH** permission to use my likeness in a photograph, video, or other digital media ("photo") in any and all of its publications, including web-based publications, without payment or other consideration.

I understand and agree that all photos will become the property of **The Parenting PATH** and will not be returned.

I hereby irrevocably authorize **The Parenting PATH** to edit, alter, copy, exhibit, publish, or distribute these photos for any lawful purpose. In addition, I waive any right to inspect or approve the finished product wherein my likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photo.

I hereby hold harmless, release, and forever discharge **The Parenting PATH** from all claims, demands, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization.

I HAVE READ AND UNDERSTAND THE ABOVE PHOTO RELEASE. I AFFIRM THAT I AM AT LEAST 18 YEARS OF AGE, OR, IF I AM UNDER 18 YEARS OF AGE, I HAVE OBTAINED THE REQUIRED CONSENT OF MY PARENTS/GUARDIANS AS EVIDENCED BY THEIR SIGNATURES BELOW. I ACCEPT:

_____ _____

Print Name Signature Date

If under 18, PARENT/GUARDIAN MUST SIGN

_____ _____

Print Name Signature Date

VOLUNTEER ENROLLMENT AND WAIVER FORM

In connection with my volunteer activities related to **The Parenting PATH**, organized by **The Parenting PATH** for myself, my personal representatives, assigns, heirs, and next of kin, I hereby:

1. ACKNOWLEDGE, agree, and represent that I understand the nature of the Project's activities and my responsibilities therein and that I am qualified and able to serve as a volunteer for the Project. I further acknowledge that I will comply with any and all policies and procedures of the Company at all times. I further agree and represent by my signature below that, to my knowledge, I have not been the subject of any investigation,f complaint, or legal action involving a reported instance of sexual abuse, and I have never been refused, resigned from, or been asked to resign from a position for reasons related to such sexual abuse;

2. RELEASE, DISCHARGE, AND COVENANT NOT TO SUE the Company, its administrators, directors, agents, officers, members, volunteers, employees, sponsors, advertisers, and, if applicable, owners and lessors of the premises on which the activities of the Project take place (the "Releases") from all liability, claims, demands, losses, or damages on my account caused or alleged to be caused in whole or in part by the negligence of the Releases or otherwise; and I further agree that if, despite this release and waiver of liability, I, or anyone on my behalf, makes a claim against any of the Releases, I will indemnify, save, and hold harmless each of the Releasees from any litigation expenses, attorney fees, loss, liability, damage, or cost which any may incur as the result of such claim. I assume all risks of personal injury while on or around the Company's premises. Any personal items I bring onto the Company's premises will be at my own risk and the Company will not be liable for lost, damaged, or stolen items. I also understand that the Company does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness. I do hereby release and forever discharge the Company from any claim whatsoever which arises or may hereafter arise on account of any services rendered in connection with my volunteer activities in connection with the Project;

3. ACKNOWLEDGE that (i) as a part of my volunteer activities for the Company, I may provide my image, likeness, voice, or other characteristics; and (ii) the Company may use my image, likeness, voice, or other characteristics. I expressly release the Company, its administrators, directors, agents, officers, members, volunteers, and employees from and against any and all claims which I have or may hereafter have for invasion of privacy, right of privacy, defamation, copyright infringement, or any other causes of action arising out of the use, adaptation, reproduction, distribution, broadcast or exhibition of such characteristics; and

4. ACKNOWLEDGE that, as a volunteer for the Company, I may receive personal, privileged, and/or confidential information concerning clients, clients' family members, and other individuals and organizations with whom the Company is associated. I agree and represent by my signature below that I

will use my best efforts to ensure that such personal, privileged, and/or confidential information remains confidential and is not disclosed, regardless of whether I am actively engaged in volunteer activities or whether my volunteer involvement with the Company has ended for any reason.

5. I UNDERSTAND THAT NOTHING IN THIS RELEASE OR THE SERVICES PERFORMED BY ME SHALL BE CONSIDERED TO CREATE THE RELATIONSHIP OF EMPLOYER AND EMPLOYEE BETWEEN THE COMPANY AND ME. I HAVE READ THE RELEASE AND WAIVER OF LIABILITY FOR VOLUNTEERS, FULLY UNDERSTAND ITS TERMS, have signed it freely and without any inducement or assurance of any nature, and intend it to be a complete and unconditional release of all liability to the greatest extent allowed by law. I expressly agree that the foregoing release, waiver, and indemnity are intended to be as broad and inclusive as is permitted by the law of the State of North Carolina and that if any portion of this Agreement is held to be invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect. I further authorize and allow the Company to perform any background check on me, in accordance with state and federal law.

I hereby agree to all of the above terms.

Print Name_____

Signature_____Date_____

CONFIDENTIALITY POLICY

The following policies apply to members of **The Parenting PATH** of Winston-Salem, NC, volunteer, and staff, and members of committees authorized by the Board.

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

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

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

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

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

I have read The Parenting PATH policy on confidentiality and the Statement of Confidentiality presented above. I agree to abide by the requirements of the policy and inform my supervisor immediately if I believe any violation (unintentional or otherwise) of the policy has occurred. I understand that violation

of this policy will lead to disciplinary action, up to and including termination of my service with [Name of Nonprofit].

I have read and understood and voluntarily signed this policy.

Print Name:_____
Signature:_____ Date:_____

PINWHEELS VOLUNTEER CHECK-IN PROCEDURE

- Sign-in on the Volunteer Log (available upstairs and downstairs)
- Discuss your assignment(s) with the Store Manager
- Review the Volunteer packet in the Intake Room to familiarize yourself with the sorting system
- Please feel free to ask questions!
- Have fun! Meet new people! We love having you with us!

If you need to cancel or reschedule your volunteer time, please make the Store Manager aware by emailing pinwheels@parentingpath.org or call/text (336) 712-6522.

PINWHEELS VOLUNTEER CHECK-OUT PROCEDURE

Please:

- Return all plastic bins to their appropriate shelves
    - Summer Room - Gold star on bin label
    - Winter Room - Red star on bin label
    - Sorting Room - Blue star on bin label
    - Please ensure all bins are placed on shelves in correct size order
- If you have started a new bin, please ensure a label/card is placed in the plastic sleeve on the front of the bin to identify the contents
- Stack or pile hangers neatly in their labeled bins/racks
- Clear off white sorting table (as able) and ensure trash is placed in trash can
- Don't forget any of your belongings!
- Sign-out

Thank you for spending your time with Pinwheels and The Parenting PATH!

VOLUNTEER CHECKLIST

- Fill in the volunteer intake form on our website
- Go over Handbook
- Minors must have a minor release form signed
- Sign the photo release form
- Sign the enrollment waiver form
- Sign the confidentiality policy form
- Attend orientation
- Take a tour of the facility
- Review the Volunteer Binder in the Intake Room
- Follow us on social media!
    - The Parenting PATH – Facebook, Instagram, LinkedIn
    - Pinwheels – Instagram, TikTok

* Background checks may be done on volunteers depending on the nature of the volunteer's work to determine that the history is favorable for the services we are providing.