



VOLUNTEER HANDBOOK



Dear Volunteer,

Thank you for choosing to volunteer at Hattie Larlham. For more than 50 years, Hattie Larlham has enhanced the quality of life for people with intellectual and developmental disabilities and their families through its commitment to comfort, joy and achievement. You are part of this legacy.

This handbook is a guide to learn about Hattie Larlham and your responsibilities as a volunteer. From time to time, the handbook information and policies may change. We will inform you of any changes as they arise. For questions please contact the Hattie Larlham Volunteer Department.

Volunteers are an integral part of Hattie Larlham's tradition. Thank you again for your great support. We hope your volunteer experience at Hattie Larlham is most enjoyable.

Sincerely,

The Hattie Larlham Volunteer Department

HATTIE LARLHAM MISSION, VISION AND VALUES

Mission Statement

Because we believe that life is sacred, Hattie Larlham enhances the quality of life for people with intellectual and developmental disabilities and their families through our commitment to comfort, joy and achievement.

Vision Statement

Hattie Larlham will provide services of the highest quality, inspiring people with intellectual and developmental disabilities and their families to dream and achieve.

Values

Hattie Larlham and her family worked with hope, love and faith to address the physical and emotional needs of children with disabilities and their families. The values of the Larlham family, our staff, volunteers and donors are reflected in the following values: commitment, advocacy, research, excellence and services.

Volunteer Department Vision Statement

To inspire, develop and build relationships that bring awareness of volunteerism to the community.

HATTIE LARLHAM VOLUNTEER OPPORTUNITIES

Hattie Larlham has numerous volunteer opportunities throughout the year. Please contact the Volunteer Department if you are interested in additional volunteer opportunities or if you have suggestions for new volunteer opportunities. We welcome new ideas for volunteers to get involved. Current volunteer opportunities with Hattie Larlham include:

Working Directly with Persons Served by Hattie Larlham

- Reading to persons served
- Singing
- Playing instruments
- Playing games
- Crafts
- Going on walks
- Playing sports
- Hydrotherapy pool
- Going on community outings
- Achieve classroom assistance – day program
- Constant Companions activity assistance – day program
- Hattie's Gardens – seasonal

Hattie Larlham Sponsored Events

- Fundraising events
- Events in the community

Clerical

- Filing
- Computer work/data entry
- Copying/scanning

Virtual Based – Things You Can Do From Home

- Sewing
- Card Buddies

Facility Based

- Decorating
- Landscaping/Gardening
- Construction/Painting

VOLUNTEER REQUIREMENTS FOR MANTUA, OAKWOOD VILLAGE, BEDFORD HEIGHTS, AND SOLON LOCATIONS

Youth Volunteers

- Age: 6 – 15 years old
- Must be accompanied by an adult
- Complete and submit Volunteer Application
- Tour volunteer site with staff
- Submit signed Volunteer Agreement

Short-Term Volunteers:

- Volunteer less than 40 hours per calendar year
- Complete and submit Volunteer Application
- Tour volunteer site with staff
- Submit signed Volunteer Agreement

Long-Term Volunteers:

- Volunteer more than 40 or more hours within the calendar year
- Complete and submit Volunteer Application
- Tour volunteer site with staff
- Submit signed Volunteer Agreement
- Complete a Tuberculous test
- Complete a Hattie Larlham Background Check
- Complete required in-services

Group Volunteers:

- Consists of 3 or more volunteers of same organization, company or group
- Each group must delegate a leader to communicate between the group volunteers and the Volunteer Department
- Adult to Youth Ratio: 1 adult to 10 – 15 youth volunteers
- Group Application to be completed by group leader
- Group Leader to tour volunteer site with staff
- Submit signed Volunteer Agreements for each group member volunteering

VOLUNTEER REQUIREMENTS FOR MANTUA, OAKWOOD VILLAGE, BEDFORD HEIGHTS, AND SOLON LOCATIONS

Tour

Complete an informational tour of the Hattie Larlham volunteer location before volunteering.

Tuberculous Test

Volunteers over 16 years old, and serving more than 40 hours, must receive a two-step Tuberculous test to be compliant with the Hattie Larlham TB policy and must get a renewal one-step TB test for every subsequent year after initial TB test.

Criminal Background Check

Hattie Larlham is required to obtain a criminal record background check for volunteers 18 years old and older, and serving more than 40 hours, in order to comply with Ohio licensure requirements. A criminal records check will be ordered from the Bureau of Criminal Investigation (BCI) before the volunteer applicant begins his/her volunteer service.

In-Service Training

All Hattie Larlham volunteers 16 years of age and older and serving more than 40 hours, are required to read and sign off on all required agency in-services pertaining to the assigned volunteer location. In addition, volunteers must read and sign the Ohio Department of Developmental Disabilities Abuser Registry. The following is a list of the required volunteer in-services:

- Abuser Registry and Background Check Form
- Blood Borne Pathogens
- Rights of Persons Served
- Major Unusual Incidents/Unusual Incidents – Incident Reporting
- Emergency Procedures

VOLUNTEER AGREEMENT AND EXPECTATIONS

CRIMINAL RECORD

Volunteers who have been convicted of a criminal offense are strictly prohibited from volunteering at Hattie Larlham due to Ohio State Licensure regulations.

FOLLOW DIRECTIONS

You must arrive 5-10 minutes prior to the start of your volunteer assignment and you are required to sign in to the green volunteer log when you arrive. We ask that you follow the directions that have been provided to you by the Hattie Larlham Volunteer Staff. You are not permitted to take a person served by Hattie Larlham away from the designated area, such as outside of the building/home, unless you have been instructed to do so.

PROFESSIONALISM

Volunteers represent Hattie Larlham, which means that volunteers must present themselves as professionally as possible at all times. When volunteering, volunteers are required to be courteous, kind, friendly and supportive to everyone they come into contact with. Volunteers are not permitted to use foul or derogatory language and they are not permitted to disrespect, harass or bully anyone while volunteering for Hattie Larlham.

DRESS CODE

- Volunteers are expected to be appropriately dressed in a neat and clean manner as to prevent safety hazards.
- Volunteers will be informed if a particular dress code is required at specific events (e.g. dress up).
- Displays of inappropriate sayings or phrases on clothing will not be tolerated.
- Good personal and oral hygiene is required.
- Close-toe shoes are required.
- Jewelry must be worn in modesty: no dangling earrings, large rings or necklaces
- Shorts and skirts must be appropriate length (mid-thigh).
- T-shirts and wide-strap tank tops are permitted if they do not expose excess cleavage.

ILLNESS

If a volunteer is not feeling well on a day they are scheduled to volunteer directly with persons served by Hattie Larlham, the volunteer must refrain from attending and call to reschedule or cancel. Many persons served by Hattie Larlham have sensitive immune systems.

CANCELLATION

If a volunteer needs to cancel or reschedule their time to volunteer, the volunteer is required to notify the department/site they are volunteering with as soon as possible.

TOBACCO, DRUGS AND ALCOHOL

While volunteering for Hattie Larlham, volunteers are not permitted to: smoke cigarettes, use electronic cigarettes, use tobacco in any form, use illicit drugs or be under the influence of illicit drugs, or consume alcohol (even if the event is serving alcohol), or be under the influence of alcohol. Volunteers are also not permitted to sell or purchase tobacco products, drugs or alcohol at any time while volunteering for Hattie Larlham.

CONFIDENTIALITY

As a volunteer for Hattie Larlham, you will be in contact with persons served and potentially you may see or meet their families and friends. It is very important that what you see, hear, or read about persons served by Hattie Larlham as well as their families and friends, remains confidential. Volunteers may observe situations or circumstances while volunteering for Hattie Larlham that are sensitive in nature and it is important that volunteers do not share any such information with any persons not associated with Hattie Larlham. Volunteers may not share any confidential/sensitive information about persons served or about Hattie Larlham with their family members, their friends, and/or their spouse/partner or anyone not associated with Hattie Larlham.

PROTECTED HEALTH INFORMATION

As a requirement of the Health Insurance Portability and Accountability Act ("HIPAA"), volunteers are **not** permitted to share **any** Protected Health Information ("PHI") about any person served by Hattie Larlham with anyone outside of the Hattie Larlham Volunteer Department or with anyone outside of the Hattie Larlham program/department that the person is receiving services. Failure to comply with HIPAA requirements can result in civil monetary penalties and criminal penalties. Examples of PHI include, but are not limited to:

- A person's name
- A person's birthdate
- A person's address
- A person's medical diagnosis
- A photo of a person
- Any identifying information about a person

CELL PHONE USE

When volunteering, volunteers should refrain from using their cell phone unless there is an emergency. We would like for volunteers to enjoy their experience while volunteering and this will allow each volunteer to participate as fully as possible.

PHOTOS AND VIDEOS

In order to protect the privacy and confidentiality of persons served by Hattie Larlham, volunteers are not permitted to take any photos or any videos of any persons served by Hattie Larlham at any time.

SOCIAL MEDIA

Volunteers are not permitted to post any photos, videos, or any identifying information of any person served by Hattie Larlham to any social media site (e.g. Facebook, Twitter).

OFFICIAL HATTIE LARLHAM SOCIAL MEDIA SITES

We encourage volunteers to “like” or become “friends” with official Hattie Larlham social media sites. Volunteers are permitted to share things that are posted on official Hattie Larlham social media sites to their own personal social media sites – however, when volunteers do share things, they are **not** permitted to add or attach any identifying information about any person served by Hattie Larlham.

VOLUNTEER EXPECTATIONS

- Complete all necessary paperwork before officially volunteering.
- Review the Hattie Larlham volunteer handbook, training for each opportunity and appropriate supervision during your volunteer opportunity.
- Gain a clear understanding of your volunteer role.
- Learn where to enter the building for scheduled activities.
- Learn where to sign in and where to find name tags or ID badges.

VOLUNTEER DISMISSAL

Please keep in mind that all volunteers are subject to dismissal at any time based on failure to comply with the Hattie Larlham’s volunteer policies and procedures outlined for volunteers. Volunteer dismissal will be determined at the discretion of the department program director and volunteer staff department.

VOLUNTEER DEPARTMENT CONTACT INFORMATION

If you have any questions about this handbook or about the Hattie Larlham volunteer program, please feel free to contact us!

Cassandra McMinn, Recreation and Volunteer Coordinator

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