

# LCCAP

## VOLUNTEER HANDBOOK



**Make a Difference**

***Last Revised  
September 2022***



## **Welcome**

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Thank you for choosing to spend your time and talents to assist with programming at the Lawrence County Community Action Partnership (LCCAP). As a volunteer, you join a team of hard-working individuals who are seeking to make life better for the residents of Lawrence County and the surrounding region. Your dedication, commitment, and creativity are vital to the agency's growth and expansive impact on making positive changes in the community. We are excited to welcome you on board and hope that you find fulfillment and satisfaction as an agent of change.

## **Agency Overview**

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The Lawrence County Community Action Partnership (LCCAP) is an 'umbrella' for three agencies: Lawrence County Social Services, Inc. (LCSS), United Community Services of Lawrence County, Inc. (UCS), and Allied Transportation Services, Inc. (ACTS). These three agencies seek to involve the community in assessing local needs and attacking the causes and conditions of poverty.

Through these agencies, LCCAP reaches out to low-income people in Lawrence County to address their multiple needs through a comprehensive approach, develops partnerships with other community organizations, involves low-income clients in agency's operations, and administers a full range of coordinated programs designed to have a measurable impact on poverty.

## **Mission Statement**

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The Partnership is dedicated to enhancing the quality of life within Lawrence County by eliminating and preventing the causes and effects of poverty by mobilizing and directing resources to assist, educate and promote self-sufficiency.

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# Facility Information

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## **LCCAP Administrative Main Office**

241 West Grant Street  
New Castle, PA 16101  
**724-658-7258**

Hours: 8:30- 4:30 Monday –Friday

## **Ben Franklin Early Learning Center (BFELC)**

815 Cunningham Ave.  
New Castle, PA 16101  
**724-658-7671**

*Office Hours: 8:00– 4:30 Monday-Friday*  
*Program Hours: 7:00—5:30 Monday—Friday*

## **Ellwood City Early Learning Center**

924 Crescent Avenue  
Ellwood City, PA 16117  
**724-752-0239**

*Program Hours: 7:00–5:30 Monday –Friday*

## **Frew Mill Campus**

1745 Frew Mill Rd.  
New Castle, PA 16101

**Early Learning: 724-202-6775**

*Program Hours: 7:00-5:30 Monday-Friday*

**Healthy Homes: 724.656.0090**

## **ACTS Fleet Center**

701 North Mercer Street  
New Castle, PA 16101

**Garage: 724.674.6388**

*Hours: 8:30—4:30 Monday-Friday*

## **Facility Information (cont'd)**

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**For more information regarding the following Early Learning locations, please call BFELC at (724) 658-7671**

**Croton Pre-Kindergarten Center**

420 Fern Street  
New Castle, Pa 16101

**Hartman Intermediate School**

401 4th St.  
Ellwood City, PA 16117

**Laurel Elementary School**

223 McCaslin Road  
New Castle, PA 16101

**Mohawk Elementary School**

385 Mohawk Road  
Bessemer, PA 16112

**Neshannock Memorial Elementary School**

3848 Mitchell Road  
New Castle, PA 16105

**Shenango Elementary School**

2501 Old Pittsburgh Rd.  
New Castle, PA 16101

**Wilmington Area Elementary School**

300 Wood Street  
New Wilmington, PA 16142

# Volunteer Orientation

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Prior to or during a volunteer's initial visit, an LCCAP staff person will provide information about LCCAP policies (found below & on the following pages) A 'Volunteer File' will be created, and kept secure by assigned LCCAP staff for legal reference and future involvement. Included in the orientation are:

- Overview of LCCAP departments & services
- Understanding your role in the 'bigger picture'
- Tour of the building/Introduction to staff
- Clearance and health requirements needed to work with certain clientele
- Tracking of Volunteer Time and Activities
- Arrival/Departure Procedure (Sign-in with the receptionist & receive ID Badge to be worn while in the building)
- What to wear
- Where to park
- Location of coat rack & storage of purse and other possessions
- Bathroom locations
- Break rooms
- Safety plan and evacuation routes
- Phone usage (dial '9' to get outside line, utilizing 'Directory')
- Copy machines
- Tracking of color copies (if applicable)
- Fax machines
- Mail procedure (postage machine and staff mail boxes)
- Computers (user name, password, and folder locations)
- Information and Referral (I & R) Tracking

Orientation material specific to a particular volunteer experience will be reviewed with each individual by a department representative specific to that role.

# Volunteer Experience

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There is a great deal of variety to choose from when seeking to get involved with a guest, participant or volunteer experience at LCCAP. The following guidelines and regulations are required for certain roles.

## **ALL Volunteers**

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- Experiences may or may not involve direct contact with clientele (adults, youth, children), therefore comfort level and interest of volunteer should be expressed with immediate supervisor.
- LCCAP will complete a 'Volunteer File', orientation, and will coordinate placement so that volunteer gets desired experience and LCCAP's needs are met. Orientations may be customized based on the guest/participant/volunteer's role.
- Volunteers must wear a 'Visitor Badge' for the duration of the volunteer experience (obtained upon check-in at the receptionist counter).
- Volunteers must be escorted and/or under the supervision of a staff member who is in the building and will never be left alone with youth/children.
- A volunteer's supervisor will be responsible for providing an adequate workload and appropriate assignments.
- If relatives of a staff member are hoping to volunteer directly with that person, the Department Director must first approve of the volunteer experience so as to eliminate conflicts of interest.
- Communication with clientele outside of monitored program activities is unallowable. This policy includes the use of electronic and online sites and services in which users interact and communicate by sending, receiving, and sharing information with others (Facebook, Twitter, YouTube, Blogs, SMS/texting, Instagram, Snapchat, KIK, etc.)
- Each volunteer category has specific requirements for health and clearance documentation. Early Learning and Youth Volunteers should refer to the LCCAP Program Guest, Participant and Volunteer Requirements.



### **AmeriCorps Members** \_\_\_\_\_

- AmeriCorps members help to expand LCCAP service delivery and are an integral and regular part of program implementation at LCCAP.
- Members receive a 'Living Allowance' and 'Educational Award' as a reward for their time of volunteerism.

### **Administrative & Office Volunteers** \_\_\_\_\_

- A criminal background check will be the only clearance needed on file for this role. (some exceptions apply)
- Duties could include (but are not limited to): data tracking &/or entry, organizing supplies, filing, helping with mailings, making phone calls, typing, researching, etc.

### **Volunteers assisting with Youth Programs** \_\_\_\_\_

- This experience most likely will involve direct contact with youth.
- Duties could include (but are not limited to): tutoring, mentoring, chaperoning field trips, assisting with activity selection and preparation.

### **Guests/Participants/Volunteers assisting with Early Learning Programs** \_\_\_\_\_

- **"Guests"** infrequently (less than monthly/not regularly) spend time in the program, and have no responsibilities to the care or supervision of children.
- **"Participants" are defined as** a parent or community member that "participates" in a program, classroom or function, most often to support their own or their individual child's goals. Participants are not "regularly scheduled" and do not have any responsibilities related to the care, supervision (under the guidance of LCCAP staff) or control of children, other than their own.
- **"Volunteers" are defined as** an individual that provides care, supervision, guidance or control of children AND has routine interaction with children. Routine interaction is defined as either 4 or more hours per week for two consecutive weeks, or 30 hours cumulatively.
- Guests, Participants and Volunteers at satellite locations are subject to rules & regulations of that facility.
- Duties may include, clerical support, cleaning, support in classrooms, preparing/serving meals, etc.

# Volunteer Expectations

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## Appropriate Behavior

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Sometimes it takes a great deal of courage for clients to walk through the door, swallow their pride, and ask for help. In recognition of this effort, LCCAP requires that staff and volunteers offer the utmost respect and privacy to each client. Stressors that each person walks through the door with are sometimes unknown and LCCAP seeks to understand and assist with patience, direction, and hope for each case.

## Confidentiality

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In volunteering with LCCAP, it is possible for a volunteer to come in contact and have access to case files, government databases, and other records, as well as verbal information. In connection with such access, a volunteer is required by HIPAA (Health Insurance Portability and Accountability Act) law of confidentiality to hold all information and not disclose it in an unauthorized manner, either in formal contact with persons outside the organization, or in informal conversation with family, friends, or in public places. During orientation, all volunteers will sign an 'Acknowledgement of Confidentiality/HIPAA Compliance Agreement'. Volunteers are expected to respect all client's information and individual cases as private and recognize that violation of this agreement may result in disciplinary action, termination, and/or criminal prosecution.

## Ethics and Conduct

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The successful operation and reputation of LCCAP is built upon the principles of fair dealing, legal, and ethical conduct. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of LCCAP is dependent upon our client's trust and we are dedicated to preserving that trust. The records and files we keep are private and confidential. This information **must not be disclosed, except as authorized.** You must maintain the confidential relationship between LCCAP and each of its clients. Do not talk about any client or matter which relates to specific records, files, or clients, even to your family.

LCCAP will comply with all applicable laws and regulations and expects its directors, officers, employees, and volunteers to conduct business in strict accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with a supervisor.

## **Workplace Violence Prevention** \_\_\_\_\_

LCCAP is committed to preventing workplace violence and to maintaining a reasonably safe work environment. Given the increasing violence in society in general, LCCAP has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours, on its premises, or in vehicles owned, leased, or used by LCCAP:

- All employees, volunteers, and supervisors, should be treated with courtesy and respect at all times. Employees and volunteers shall refrain from fighting, "horseplay," or other conduct that may be disruptive or dangerous to others.
- Employees & volunteers are prohibited from possessing..

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## Workplace Violence Prevention (cont'd)

...or using firearms, weapons, and other dangerous or hazardous devices or substances on, in, or about the premises of LCCAP. There shall be no exceptions to this policy.

- Criminal conduct and conduct that threatens, intimidates, or coerces another employee, volunteer, client, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law. Such conduct and violations of this policy by employees adversely affects the reputation of LCCAP, and is prohibited.
- All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. **Reports should be made in person or by phone until management is actually reached; even to the extent of having management paged.** Under no circumstances will text or emails alone will be a sufficient mode of contact. This includes threats of (or actual) violence by employees, volunteers, clients, vendors, solicitors, or other members of the public. When reporting a threat of (or actual) violence, you should be as specific and detailed as possible.
- All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work station, in, on, or about LCCAP premises or vehicles, do not try to intercede or see what is happening. You should immediately notify the police, appropriate emergency personnel, or a supervisor.

LCCAP will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is reasonable and practical in the circumstances. In order to maintain workplace safety and the integrity of its investigation, LCCAP, in its sole discretion, may suspend employees or volunteers, pending investigation. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action.

- LCCAP encourages employees and volunteers to bring their disputes or differences with other employees or volunteers to the attention of their supervisor before the situation becomes disruptive or escalates into potential violence. LCCAP is eager to assist in the resolution of any disputes.

### **Anti-Harassment / Discrimination** \_\_\_\_\_

It is the policy of LCCAP that unlawful discrimination or harassment of applicants, employees, and volunteers on the basis of race, religion, color, national origin, ancestry, handicap, medical condition, disability, marital status, age, sexual orientation and sex, including sexual harassment (all as defined and protected by applicable law), is unacceptable and will not be tolerated. This conduct may include unwanted physical contact, verbal harassment, the display of insulting or sexually explicit objects/pictures, etc. A volunteer who is found to have violated the policy may be asked to leave.

Any volunteer who feels the he/she has been the subject of harassment should notify his/her supervisor or an officer of

### **Drug and Alcohol Free Workplace** \_\_\_\_\_

It is LCCAP's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees and volunteers are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on LCCAP premises and while conducting business-related activities off LCCAP premises, no employee or volunteer may use, possess, distribute, sell, or be under the...

### **Drug and Alcohol Free Workplace (cont'd)** \_\_\_\_\_

...influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair one's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. Violations of this policy may lead to disciplinary action. Such actions may also have legal consequences.

Under the Drug-Free Workplace Act, an employee or volunteer who performs work for a government contract or grant must notify LCCAP of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Employees or volunteers with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their supervisor to receive assistance and/or referrals to appropriate resources in the community.

### **Smoking** \_\_\_\_\_

In keeping with LCCAP's commitment to a workplace that is healthy and comfortable for all employees and volunteers, smoking and the use of smokeless tobacco products is prohibited throughout the workplace

Smoking is permitted only in the designated area outside of the building. This policy applies equally to all employees, volunteers, clients, and visitors.

### **Solicitation and Fundraising** \_\_\_\_\_

LCCAP staff and volunteers are not to solicit or fundraise for personal reasons during work hours. (i.e. one cannot circulate in an LCCAP building trying to sell beauty products, etc. for personal gain.)

## Personal Appearance

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The personal appearance of employees & volunteers is important to LCCAP because of the professional image it wishes to maintain as a respected organization in the community. Therefore, employees and volunteers are expected to use good judgment & maintain a neat, well-groomed appearance at all times, to present themselves in a professional manner, and to avoid extremes in dress. One must keep in mind the nature of their work, their own safety and that of co-workers, their need to interact with clients and the public, and project the professional image LCCAP desires to maintain. The following are general guidelines to be followed on a daily basis. LCCAP reserves the right to address individual issues as they arise.

- Office attire is business casual. (No sweatshirts, sweatpants, t-shirts (LCCAP t-shirts are the exception), jeans, tennis shoes (except where applicable), flip flops, etc.) Jeans (without patches, holes, etc.) are permitted on Fridays & staff/volunteers are encouraged to donate a dollar for this privilege that will collectively be donated to a charity at the end of each year.
- Skirts should be an appropriate length to promote the professional public image of LCCAP.
- Shirts should not be revealing. Short-waisted tops, low-cut tops with spaghetti straps, and strapless tops are not permitted.
- Pants should be worn around the waist (with a belt when necessary).
- Make-up moderately applied should have a natural, fresh appearance. Excessive make-up is not permitted.
- Visible tattoos and similar body art should not be exposed, whenever possible.

- Hairstyles should be worn as to avoid interfering with job performance & kept neat to maintain professional appearance. Hair is to be clean, combed, colored, neatly trimmed and styled consistent with the business dress policy of moderation (including facial hair).
- Personal grooming and hygiene are of great importance in shaping our public image. Perfume, cologne, and after-shave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances. Offensive body odor and poor personal hygiene is not acceptable.
- Jewelry should be conservative and not functionally restrictive, dangerous to job performance, or excessive. Facial piercings, torso piercings visible through clothing, and excessive earring wear are not permitted during business hours.

*Dress guidelines may be altered when staff are involved in programming events or activities where dress clothing may be damaged or in situations where alternate dress may increase the value of contact with a client.*

If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Consult your supervisor if you have questions as to what constitutes appropriate professional appearance. Where necessary, reasonable

### **Attendance and Punctuality \_\_\_\_\_**

To maintain a safe and productive work environment, LCCAP expects volunteers to be reliable and to be punctual in reporting for scheduled work. In the event that a volunteer cannot attend at his or her scheduled day/time, he/she should **notify a supervisor as early as possible in advance of the time the volunteer is scheduled to work.**



## **Use of Phone and Mail Systems** \_\_\_\_\_

LCCAP's telephone equipment is to be used for business purposes only. Emergencies may arise which make personal telephone calls necessary, but we ask that they be limited to emergency situations. It is important that clients are able to contact us and that we receive business-related calls; this is impossible if the telephone lines are in use for personal reasons. Volunteers may be required to reimburse LCCAP for any charges resulting from their personal use of the telephone.

- The use of LCCAP-paid postage for personal correspondence is not permitted.
- The private use of our telephone equipment for toll-calls and paid postage for personal matters can be cause for dismissal.
- The use of personal cell phones and pagers during working time is prohibited.

## **Computer and Email Usage** \_\_\_\_\_

All employees and volunteers must recognize and understand that: (1) LCCAP's computers, peripherals, components, computer files, email system, software, electronic and other equipment and systems (individually and collectively referred to as "computers") furnished to employees by LCCAP are LCCAP's property and shall be **solely** used for conducting LCCAP business; and (2) all files, records, matters and information placed, contained or stored on or in LCCAP's computers are the sole property of LCCAP. Any use of the computers for any private or unauthorized purpose is strictly prohibited. Employees and volunteers must not use a password, access a file or retrieve any stored communication without first receiving proper, written authorization from their supervisor.

LCCAP reserves and will exercise the right to review, monitor, audit, access, intercept, inspect, disclose, and delete at LCCAP's sole discretion, all files, records, e-mail, internet communications, matters and information placed, stored or

contained on or in LCCAP's computers, at any time, without notice. Such access, review and actions may occur during or after working hours. Each volunteer, by his or her continued volunteering with LCCAP, consents to the foregoing. LCCAP strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, LCCAP prohibits the use of computers and the e-mail system in anyway that it deems is disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail shall not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or any other matters not strictly and directly related to the business and operations of LCCAP.

LCCAP purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, LCCAP does not have the right to reproduce such software for use on more than one computer.

Software may only be used on local area networks or on multiple machines according to software license agreements. LCCAP prohibits the illegal duplication of software and its related documentation.

E-mail and Internet communications transmitted or received through the computers or systems of LCCAP, are not the personal and private property of the user. LCCAP considers the ability (and reserves the right without notice to the user) to have complete access to all e-mail and information contained, placed or stored on its computers necessary to protect the integrity and confidentiality of all of its interests.

## **Conduct and Work Rules** ---

As a volunteer, perhaps one is seeking an opportunity for a casual and generous volunteer experience. On the other hand, one may be seeking an opportunity to gain job skills and 'get his/her foot in the door'. Please note that the following list of misconduct and work violations will not be tolerated and may result in termination from volunteer experience:

- Unauthorized disclosure, removal, or copying of any records, files, or confidential information.
- Dishonesty, including theft or unauthorized removal or possession of property of LCCAP, other employees, or clients. Lost items that are found by employees must be turned into their supervisor immediately.
- Falsification, altering, or destruction of timekeeping records or other records, files, or documents of LCCAP.
- Reporting to work or working in a condition unfit to perform your duties including, without limitation, reporting to work or working under the influence of alcohol or illegal drugs or having the odor of alcoholic beverages on your breath.
- Starting or participating in a disturbance, boisterous, or disruptive activity including, without limitation, intimidating, assaulting, threatening harm or violence, provoking or instigating a fight or fighting with a supervisor, another employee or any other person.
- Deliberate or negligent misuse, destruction, or damage of any property of LCCAP, any employee, or client of LCCAP.
- Insubordination or other disrespectful conduct including, without limitation, refusal or failure to follow the directions or instructions of a supervisor or management official, treatment of a supervisor or management official in a disrespectful manner, refusal or failure to perform any assignments, lack of cooperation with a supervisor or management official, abusive language to any supervisor or making or publishing false or malicious statements concerning any supervisor.

- Violation of safety or health rules or failure to report unsafe actions or conditions.
- Smoking in prohibited areas.
- Sexual or other unlawful or unwelcome harassment or discrimination.
- Possession or use of illegal drugs, drug paraphernalia (as defined by Pennsylvania statutes) or any dangerous or unauthorized materials, such as explosives, firearms or weapons on LCCAP premises or vehicles or while performing employment duties.
- Not being ready to work at the scheduled time, stopping work early, sleeping on the job, or unauthorized absence from your work area.
- Unauthorized use of telephones, mail system, computers or other property or equipment owned or leased by LCCAP.
- Participating in gambling or any criminal activity on or about LCCAP property or while on duty.
- Conviction of a felony, any crime involving dishonesty or any crime which affects the employee's ability to perform assigned duties in a position of trust or could result in adverse publicity or other adverse impact on LCCAP or its business.
- Use of an employee or volunteer's position or of any LCCAP owned or leased property, information or time for the advantage or financial gain for the volunteer, employee or a member of the employee's family, relatives or friends.
- Acting in conflict with the interests of LCCAP, or its business or operations.
- Any written or oral misrepresentation, omission of facts, supplying misleading information or falsification of any information contained or referred to in the volunteer or employee's resume, employment application, or any other document or information given or supplied by or on behalf of the employee or volunteer to LCCAP at any time.

- Providing or supplying to LCCAP, false or misleading statements, representations or information or any information without a good faith, reasonable belief that the statements, representations or information are true, accurate and complete. Concealing or failing to supply to LCCAP, accurately and completely, all information which an employee or volunteer knows or should know is relevant or material concerning any investigation conducted by or on behalf of LCCAP or failing to timely and fully cooperate in all investigations conducted by or on behalf of LCCAP.
- Failure to fully and strictly comply, at all times, with any of LCCAP's rules, standards and policies now existing or adopted in the future.
- **LCCAP is not responsible for lost or stolen items.**

Employment and volunteerism with LCCAP is at the mutual consent of LCCAP and the volunteer/employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

I acknowledge that I have received a copy of the LCCAP Volunteer Handbook. I agree to read it thoroughly, and that if there is any policy or provision that I do not understand, I will seek clarification from the Human Resources Department. I understand that this Handbook states policies and practices in effect on the date of publication. I understand that nothing contained in the Handbook may be construed as a binding contract with LCCAP for benefits or any other purpose. I also understand that these policies are continually evaluated and may be amended, modified, or terminated at any time.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

