



# Volunteer Handbook

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# Welcome to REACH

- Welcome to Reach for Resources, Inc. We appreciate you sharing your time and talents with us to help meet the needs of those we support. You are joining a program that has a long tradition of helping individuals with developmental disabilities and/or mental illness. Volunteers use their experience and talents to make a difference in the lives of those we support. Now, you are making a difference at REACH too!
- This handbook serves as a guide for REACH volunteers. We hope to help you find your place of service, and we hope you find a sense of fulfillment in giving back through REACH. Please read the handbook carefully. Use it as a reference. If you need additional information or have any questions, please do not hesitate to ask your supervisor.

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# Mission

- Short Mission: We Aim to Help Individuals Reach Their Full Potential!
- Long Mission: Supporting Individuals with Disabilities and Mental Illness to Reach Their Full Potential!

OR

- Reach for Resources is a non-profit organization whose mission is to support people with disabilities and mental illness to reach their full potential!
- Additional Statement: We do this by providing individualized services that maximize independence, promote community involvement, and improve physical and mental well-being.

# Who We Serve

- Each year, Reach for Resources, Inc. services 800-1000 children, families, and adults across the Minneapolis Metro with intellectual/cognitive disabilities associated with conditions such as autism spectrum disorders, Down's syndrome, fetal alcohol syndrome, cerebral palsy, learning disabilities, epilepsy, muscular dystrophy, traumatic brain injury, and other related disorders. A number of the people we support also have conditions such as depression, anxiety, emotional/behavioral disorders, personality disorders, or schizophrenia.

# Who We Serve

- We serve men, women, and children over age 5 from a variety of ethnic, economic, and cultural backgrounds. In addition, over 4000 individuals and families receive information and referral via our quarterly newsletter, website, phone calls, and community outreach activities.

# Our Services

- **Community Living Supports**
  - Reach for Resources helps adults with disabilities achieve the highest level of self-reliance possible and to integrate into their communities. We offer a wide range of support services, including housing support, individualized supports, in-home supports, and supported employment.

# Our Services

- **Mental Health Services**
  - Our licensed, experienced mental health professionals and practitioners have been trained to address both disability issues and mental health disorders. Our services include: Adult Rehabilitative Mental Health Services, Children’s Mental Health Case Management, Family & Parenting Development, Individual & Family Therapy, and Diagnostic Assessments.

# Our Services

- **Therapeutic Recreation & Inclusion**
  - REACH programs are designed to promote clients' physical health and fitness, build social skills, enhance leadership and community awareness skills, and provide breaks for caregivers. Reach offers activities for individuals of all ages with developmental disabilities. Programs are offered in partnership with fourteen local municipalities, area school districts, and Hennepin County.

# Our Services

- **Waiver Case Management**
  - REACH provides personalized supports to individuals looking to coordinate their services through waiver funding.

# Volunteer Philosophy

- We thank you for volunteering! As a REACH volunteer, you play a crucial role in our ability to serve individuals and meet our mission. All volunteers are integrated into the organization based on their existing skillsets and current staffing needs. Therefore, we will work with you to identify volunteer opportunities that match your skills, interests, schedule, and geographic availability.

# REACH's Commitment to Our Volunteers

1. All volunteers will receive clear position descriptions outlining their roles and responsibilities.
2. REACH will make every effort to place volunteers in assignments that fit their interests and schedules.
3. REACH will provide volunteers with the necessary orientation and training to ensure a successful experience.
4. To ensure the safety of our clients, volunteers, and staff, REACH will conduct a background check and run driver's license checks on those volunteers who will be placed in direct service with clients and/or driving as part of their service (if necessary).

# REACH's Commitment to Our Volunteers

4. REACH will record and track volunteer hours as well as maintain personnel files for volunteers and provide letters of recommendation when requested.
5. REACH will accept volunteers as part of the agency team and respect the abilities and enthusiasm volunteers bring and the services they provide.
6. REACH will provide volunteers with supervision, support, opportunities for feedback, evaluation of work and recognition for services.

# Volunteer Benefits

- Volunteering with Reach for Resources, Inc. is a great way to develop personal and professional skills and make a difference in your community. You can:
  - Make important networking contacts
  - Teach your skills to others
  - Enhance your résumé
  - Gain work experience
  - Build self-esteem, self-confidence, and cultural awareness
  - Increase problem-solving and teamwork skills

# Volunteer Benefits

- Other important benefits include:
  - *Volunteer Recognition.* Reach for Resources, Inc. celebrates your accomplishments and honors the work that you do through special events & trainings.
  - *Volunteer Newsletter.* Our semi-annual volunteer newsletter keeps you up-to-date about our organization and informs you about issues affecting volunteers.

# Volunteer Opportunities

- Our volunteers serve on a regular, ongoing basis or on short-term assignments. REACH has many opportunities available on weekends, evenings, or during the day. Volunteers can work directly with clients, provide administrative support, assist us with a special skill, serve on the board, or help plan special events. All volunteers work under the guidance of a department supervisor.
- Job opportunities are available as adaptive recreation assistants, as community living outreach volunteers, and in communications, fundraising, grant writing, marketing, human resources, office administration, public advocacy, special events, and volunteer resources.

# Volunteer Guidelines

- To serve as a Reach volunteer, you must:
  - Agree to serve without compensation
  - Go through an interview process
  - If needed, pass a criminal background check
  - Complete an orientation training session
  - Complete other training as necessary

# Volunteer Guidelines

- Volunteers may be any age but if under 14, adult supervision by a family member must be provided. You may volunteer for Reach for Resources, Inc. regardless of gender, formal education, experience, race, national origin, political affiliation, sexual orientation, or religion.
- Reach for Resources, Inc. asks that all volunteers willingly perform unpaid service for civic, charitable, or humanitarian reasons, or to gain practical work experience. Volunteers will perform such services without promise, expectation, or receipt of compensation, including the promise of future employment, deferred payment, or other tangible benefit.

# Volunteer Responsibilities

Volunteers are expected to:

- 1. Attend the Volunteer Orientation and Trainings.** Reach for Resources, Inc. conducts volunteer orientation and trainings to help make the volunteer experience enriching and of high quality. We encourage all volunteers to take advantage of these opportunities.
- 2. Be On Time.** If you are unable to arrive at your scheduled time, please notify your supervisor.
- 3. Maintain Confidentiality.** Confidentiality is the cornerstone of a trusting relationship between volunteers, clients, staff, donors, and Reach for Resources, Inc. Some volunteer opportunities involve knowing sensitive information about the individuals being served. Issues or concerns regarding clients should only be discussed with your supervisor. It is important to never release the name, address, phone number or any other information that may identify the client to anyone. Breach of confidentiality is cause for termination of all volunteer placements

# Volunteer Responsibilities

4. **Report Volunteer Hours.** Reporting volunteer hours provides Reach for Resources with a validated service record that demonstrates Reach's effectiveness to our funding sources, and helps us to track volunteer hours for recognition events. Hours are submitted to supervisors monthly via email or online, under the volunteer section of REACH's website. Volunteer hours also help REACH with foundation and corporate grants throughout the year. So, it's important to our organization for us to obtain volunteer hours. Thanks in advance for your assistance.
5. **Provide Feedback.** We ask that all volunteers provide feedback, suggestions, and recommendations to increase the effectiveness of the volunteer program.
6. **Adhere to the Drugs and Alcohol Policy.** The use of illegal drugs or alcohol, or being under the influence of the same while performing hours of service, is strictly prohibited and is cause for termination of all volunteer placements.

# Volunteer Responsibilities

7. **Adhere to the Sexual Harassment and Workplace Violence Policy.** Reach for Resources, Inc. is committed to providing a safe workplace as well as an environment in which people are treated with dignity, decency and respect. Volunteers are expected to exhibit these commitments while performing their hours of service. Failure to do so is cause for termination of all volunteer placements.
8. **Follow Medical Protocol.** For the safety of our clients, volunteers are asked to refrain from performing any medically related activities such as filling syringes, sorting pills, and administering medication. In an emergency, call 911 and provide assistance until help arrives. In a medical emergency, volunteers' actions are protected by the Good Samaritan Law.
9. **Provide Assignment Updates.** We ask that volunteers keep appropriate Reach agency staff informed of progress and/or difficulties with job assignments as dictated by job descriptions.

# Volunteer Resources & Information

- ***Grievances.*** If there is a problem, complaint, or another issue about your volunteer assignment, please discuss it with your supervisor. If you cannot discuss it with your supervisor or you are not satisfied with the results, you should contact the Executive Director. If you cannot discuss it with the Executive Director, please contact the Personnel Committee Member of the Board of Directors. You can receive their contact information by calling the general REACH phone line at 952-200-3030.
- ***Accidents.*** If you are involved in an accident during your volunteer service please contact your supervisor.
- ***Changes in Your Contact Information.*** Notify the REACH office (952-200-3030) if there are any changes in your contact information.
- ***Changes in Assignments.*** Consult with your supervisor before changing work assignments (adding or ending) or assuming new responsibilities affecting the client or REACH. Notify REACH in advance when planning to resign or take a leave of absence from volunteer work.

# Volunteer Separation & Conduct Rules

- Sometimes it is necessary for Reach for Resources, Inc. to separate a volunteer from volunteer service. Reach may separate a volunteer for cause including, but not limited to, extensive and unauthorized absences; misconduct; inability to perform assignments; a breach of confidentiality; working under the influence of illegal drugs or under the influence of alcohol; sexual harassment while volunteering; or workplace violence.

# Ethical Code of Conduct for both the Agency & Volunteers

- i. Do no harm. Decisions and actions of volunteers should not cause harm to those involved.
- ii. Volunteers should recognize the boundary between their role as volunteers and the individual they volunteer with. However, volunteers may become friends with clients when appropriate.
- iii. Volunteers should not bring clients into their own homes.
- iv. The power and trust that is given to employees and volunteers should never be misused or compromised.
- v. There are clients who are also volunteers and/or employees. In that regard, those clients are afforded the same confidentiality protections as other clients.
- vi. All situations where decisions or actions could be in question from an ethical perspective should be communicated to your supervisor and carefully documented.
- vii. Reach for Resources, Inc. respects diversity—our community is a diverse group of people. We value the cultural sensitivity and varied experience of our client, staff, and volunteer population.

# General Professional Conduct Guidelines

- All volunteers will relate to clients, their families, their support systems, and other colleagues in a professional and respectful manner at all times. If a volunteer is unsure if his/her conduct might be inappropriate, s/he should consider the following questions:
  - a) Would I engage in that conduct if the Reach supervisor was present?
  - b) Would I engage in that conduct if an audio or video recording were being made of me?
  - c) Would I want my conduct to be described in detail in a company memo or in the local press?
- *If the answer is "no" to any of these questions, then the conduct is questionable and likely is inappropriate.*

# Gift Giving/Receiving Guidelines

- While giving and receiving gifts, especially during the holidays, is common and generally innocent, gift giving can create a reciprocal sense of obligation or expectation that may create a conflict of interest, either real or perceived. This is a powerful force affecting our clientele. Therefore, REACH volunteers shall not accept personal gifts, money, or services from clients, family members of clients, or anyone who has a vested interest in REACH.

# Selling of Goods and/or Services Guidelines

- Volunteers shall not solicit from or sell to clients any goods or services for any gain or benefit. Volunteers shall not purchase goods or services from clients.