



# DAMIEN CENTER

VOLUNTEER HANDBOOK

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# INTRODUCTION

## *Welcome*

Thank you for your interest in Damien Center's volunteer program. As the largest HIV/AIDS organization in the state of Indiana, we rely on the assistance of volunteers to maintain our level of service each day. Our volunteers serve in areas throughout Damien Center from the food pantry, to filing, to representing the center in the community. Volunteers are crucial to our success as a resource provider, and to our community. We look forward to working with you!

## *Our Mission*

Our mission is to be a trusted partner in providing services, education, and advocacy for all people living with or at risk for HIV and any person seeking a safe and welcoming home for care.

## *Our Vision*

Every person in Indiana has equitable access to client-centered care, ending the HIV epidemic and ensuring all people can thrive and live with dignity.

## *Our Values*

The culture we strive for:

### **Dignity**

We believe in the worth of every person and we partner with our clients to ensure they receive holistic, culturally competent care that puts the person first.

### **Collaboration**

We know that Damien is just one piece of the network of support needed to reach our vision and we aim to be a reliable partner to all the people, organizations, and communities that we do this work alongside.

### **Equity**

We prioritize increasing access to services and eliminating barriers to care by meeting the unique needs of diverse communities and being a safe, welcoming place for all people.

### **Accountability**

We are responsible stewards of the resources entrusted to us and are transparent about how we utilize them to accomplish our mission.

### **Quality**

We consistently utilize data and build the skills needed to design and deliver highly impactful programs and services that achieve meaningful outcomes.

### **Innovation**

We strategically invest in meeting the ever-evolving needs of our community to provide comprehensive care to every client.

## *Equity Statement*

Damien Center's values of Dignity, Collaboration, Equity, Accountability, Quality, and Innovation are core examples of our commitment to the health of and social equity for people from diverse communities. These communities include but are not limited to those living with HIV/AIDS, the Black/African American, Asian American and Pacific Islander (AAPI), Latinx/a/o, and Indigenous communities, the LGBTQ+ community, the aging community, those with disabilities, those

experiencing homelessness, and those struggling with substance abuse. As Indiana's oldest and largest AIDS service organization, it is our responsibility to support, address, and be the example of equitable changes in our society

## ***Diversity & Inclusion***

### **How we define Diversity, Equity & Inclusion:**

*Diversity refers to the similarities and differences, both visible and invisible, that exist among people. Diversity includes values, beliefs, lifestyles, abilities, ethnicities, ages, genders, experiences, thinking styles, backgrounds, orientations, behaviors, cultures, socioeconomic status, and the innumerable other aspects that shape an individual's personality and unique identity.*

*Inclusion is inviting and embracing the full breadth of perspectives, fully engaging those perspectives, and leveraging them to achieve our individual and collective potential. Inclusion requires action. Inclusion is more than accommodating or allowing diversity. It is about building strength through the inherent value of diversity and seeing it as a fundamental part of all we do. It requires a focus on how each of us makes decisions and a willingness to recognize and eliminate barriers to inclusion.*

*Equity is the quality of being fair and impartial or equal treatment.*

## ***Our Organization***

Damien Center & Damien Cares are private, not-for-profit separate corporations. Our work is accomplished only through the joint effort between paid professionals (our employees) and volunteers. The board of directors are elected to set policy and assume responsibility for Damien Center & Damien Cares business affairs. Per our bylaws, there are several standing committees that help us accomplish this work. All board and committee members are volunteers, giving generously of their time and talent.

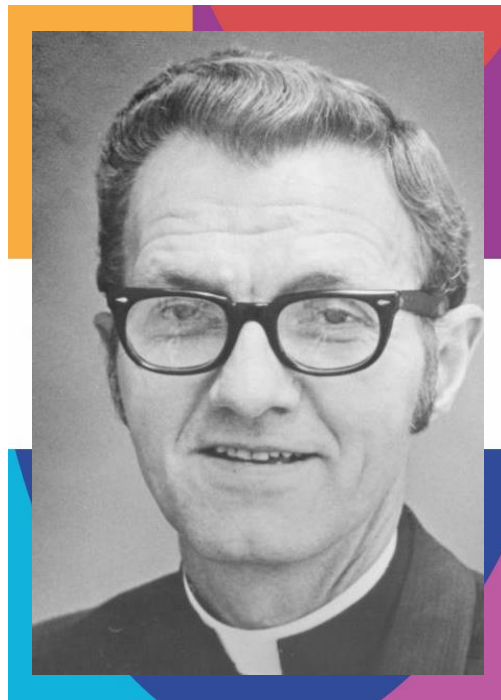
## HISTORY

Earl Conner, an Episcopalian minister, became alarmed at the growing AIDS crisis in Indianapolis. He envisioned a coordinated community response by uniting existing groups within one facility. He received the support of Christ Church Cathedral (Episcopal) and the Cathedral of Saints Peter & Paul (Catholic) to establish Damien Center in April of 1987.

Since then, the Center has provided care to thousands of persons infected by HIV and their friends and families and has become a leader in HIV prevention, education, awareness, and advocacy. Today we support our clients by providing Care Coordination services, career development, medical case management, mental health and substance abuse counseling, housing services, comprehensive risk counseling, clinic, pharmacy, prevention education, HIV and STI testing and counseling, a food pantry, and even more!

The center is named after the Blessed Father Damien, a Belgian Catholic priest famed for his compassionate care for those affected by Hansen's Disease (leprosy) on the Hawaiian island of Molokai. Fr. Damien battled the religious and societal rejection of Hansen's Disease victims, living with and among them in the Molokai "lepers' colony" from 1873 until his death from Hansen's Disease in 1889. Fr. Damien was beatified by Pope John Paul II and became a saint in October of 2009. His feast day is April 15.

Though founded as an inter-faith collaboration, Damien Center is a fully independent, non-sectarian not-for-profit public corporation.



## **DAMIEN CENTER DEPARTMENTS**

### ***Administration, Donor Relations, Operations and Quality Assurance***

These departments oversee human resources, strategic intent, fundraising, marketing, tracks data, and includes our directors.

### ***Client Navigation Services***

Client Navigation Services (CNS) is a peer support and mentorship program to help clients engaged in medical care and supportive services. CNS works in collaboration with clients, case managers, and other providers to assist with the completion of care plans. CNS guides the client through the Care Continuum.

### ***Counseling Services***

Overall wellness includes managing your mental health, in addition to your physical health. We offer Mental Health Counseling, Substance Abuse Counseling, and Comprehensive Risk Counseling services to supplement and support the other programs that our clients are engaged in. Our team of dedicated, trained, and qualified counselors have a wealth of experience and training and support our clients as they seek overall wellness. Damien Center also offers psychiatric care to our clients who are enrolled in counseling services.

### ***Food & Nutrition***

Damien Center's food pantry provides a variety of nutritional foods for our clients and those who receive services at other AIDS Service Organizations. The food in our pantry is meant to act as a supplement the clients' household nutrition needs.

### ***HIV & STD Testing***

For HIV testing, we use rapid-response testing, so getting tested for HIV is easy and test results are available in minutes. Our testing staff will always go over your test results with you and connect you with the resources you need. We also offer free testing for STIs (sexually transmitted infections) – syphilis, gonorrhea, chlamydia and trichomoniasis – in partnership with the Bellflower Clinic. STI test results are available within two weeks of the testing date.

### ***Housing & Financial Assistance***

Our Housing and Emergency Assistance services allow individuals to access safe, affordable housing and supportive services that promote stability and enhance their quality of life. The Housing Assistance Program at Damien Center helps patients address the complicated issues that affect their housing stability. Whether they need short-, medium- or long-term rental subsidy, utility assistance, or help paying for incidental expenses that affect other areas of life, the housing team works together with our patients to determine which options are best suited for their needs.

## ***Integrative Care Team***

Integrative Care Case Managers (ICCM) offer medical and non-medical case management to people living with HIV. Case management can include helping clients navigate their medical needs and linking them with other services they need. Clients are typically seen at Damien Center, but visits to a home, hospital, or nursing home are also available.

## ***Medical Services***

Damien Cares is a clinic offering individuals living with HIV in central Indiana access to infectious disease care and primary care. The clinic will also offer PrEP and PEP for those at substantial risk for contracting HIV. The clinic partnership enables Damien Center to address the medical as well as the supportive services needs of our clients, a key factor in ensuring that they are able to work toward self-sufficiency.

## ***PrEP, Prevention, and Harm Reduction***

The Damien Center's prevention department believes in empowering choices through education. The Prevention department provides services like testing, comprehensive risk counseling, PEP, PrEP, CLEAR, harm reduction, and outreach efforts. Because there is no cure for HIV, prevention is our only way of stopping the virus.

## ***Pharmacy***

The Damien Pharmacy ensures equitable access to medications, allows same-day medications for patients, and acts a new revenue stream for expanding existing programs to best serve our community.

## ***Youth Services***

Positive Youth Action (+YA) is a leadership development and grant program that engages HIV-positive and at-risk youth and young adults, ages 16-24, in HIV care, prevention, and advocacy. +YA recognizes the need for Youth and Young Adult voices at the decision-making table.

# COMMUNITY FOCUS

## OUR SERVICES





# COMMUNITY IMPACT

## OUR CLIENTS



### VIRAL SUPPRESSION

*88% of our medical patients achieved an undetectable viral load compared to the Central Indiana average of 65%.*



### CLIENTS SERVED

*Through all of our programs, we served **5,771 clients** in 2021.*



### CLIENT SATISFACTION

*We have a **client satisfaction rate of 95%**, which has remained constant over the years.*



### COUNTIES SERVED

*We served **73 counties in Indiana**, expanding from 52 in 2020*



### RETAINED IN CARE

*Our clients had a **retention rate of 81%** compared to the Central Indiana average of 53.7%.*



### VULNERABLE CLIENTS SERVED

*92% of our clients meet **ALICE criteria** (Asset Limited, Income Constrained, Employed)*

## STRUCTURAL & STRATEGIC GROWTH

In 2021, Damien Center completed its 2019–2021 strategic plan. The outcomes from this 3-year period accomplished our goals, including:

- Staffing more than doubled
- Staff satisfaction reached an all-time high
- Staff and clients felt safer than ever
- Clients reported high levels of satisfaction
- Board participation continued to climb
- Donors are engaged and supportive

As we closed the book on our previous Strategic Plan, team Damien began looking forward towards new and exciting opportunities. In 2021, as we embarked on a new strategic planning process, we got feedback from more than 250 staff, clients, volunteers, board members, and community partners. They helped us identify the most current needs of our community and address how we can best meet those needs.

We partnered with Hedges and Associates, LLC to help us revise our mission, vision, and values, and used the data we'd collected to create a strategic plan which will strengthen our existing structure, while also positioning us to broaden our services across Indiana.

# VOLUNTEER POLICIES AND PROCEDURES

Please read the following section carefully, as it contains many policies and procedures key to your work as a Damien Center volunteer. Please note that heretofore, all references to “Damien Center” will pertain to Damien Center and all other affiliated entities, including Damien Cares Clinic.

## ***Americans with Disabilities Act***

Our agency is committed to providing equal employment opportunities to otherwise qualified individuals with disabilities, which may include providing reasonable accommodation where appropriate. If you need additional accommodations, or directions for accessible entrances, you can contact Tessa Barnard, the Volunteer Manager, at [tbarnard@damien.org](mailto:tbarnard@damien.org) or 317-632-0123 x268. We do our best to create an inclusive space and will try to accommodate you as best we can.

## ***Attendance***

We depend on volunteers at Damien Center; due to this attendance is an important trait in volunteers. However, we understand that things come up and with this, we would like to be aware of any needs for absence. As an assigned agency volunteer, you will be assigned a supervisor. In the event of an absence, please notify your supervisor as far in advance as possible, if notification in advance of an absence is not possible, a notification directly following an absence is also justified. If you have continued absences without any notification, 8 or more within 6 months, your supervisor and the Volunteer Manager may begin to look at volunteer reassignments or termination.

## ***Anti-Harassment***

Damien Center is committed to a work environment in which all individuals are treated with respect and dignity. It is your right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Damien Center expects that all internal relationships will be professional and free of bias, discrimination, prejudice, and harassment.

Definitions of Harassment:

Harassment constitutes discrimination and in severe cases may be illegal under federal, state, and local laws. For the purposes of this policy, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example: a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment or sex-based may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, sexual or

sex-based harassment may include, but is not limited to, unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess, or sexual deficiencies; leering, whistling, or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; other physical, verbal, or visual conduct of a sexual nature; acts of physical aggression, intimidation, hostility, threats, or unequal treatment based on sex (even if not sexual in nature); or inappropriate or adverse treatment because of an individual's sexual orientation or gender identity or because they do not fit a gender stereotype.

Harassment based on any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of their race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, marital status, amnesty, status as a covered veteran, other legally protected status, or that of their relatives, friends or associates, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to, epithets, slurs, or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace.

#### Individuals and Conduct Covered:

These policies apply to protect all applicants and employees, including related to conduct engaged in by fellow employees or non-employees, including volunteers, clients, customers, vendors, donors, and others with whom we have a professional relationship.

Conduct prohibited by the EEO and Anti-Harassment policies is unacceptable in the workplace, at any work-related setting outside, and whenever it affects or potentially affects the workplace or other employees. Such prohibited behavior includes, but is not limited to, unacceptable behavior in the use of Damien Center equipment (e.g., e-mail, phone (including voice messages), text messages etc.), that takes place at Damien Center sponsored or social events, during work-related travel or work meetings, during fundraising events, during work-related team meetings, or that otherwise occurs outside the workplace but is related to Damien Center or its personnel.

Any person who is aware of any alleged violation of this policy should report their concerns to the Volunteer Manager or the Diversity, Equity, and Inclusion Officer pursuant to the Reporting of Discrimination, Harassment, Bullying, or Retaliation policy in this Volunteer Handbook.

## ***Anti-Lobbying***

Under the Internal Revenue Code, all section 501(c)(3) organizations are absolutely prohibited from directly or indirectly participating in, or intervening in, any political campaign on behalf of (or in opposition to) any candidate for elective public office. For this reason, endorsing politicians and their campaigns or specific political parties on Damien Center premises or on any official Damien Center

social media platform is not permitted. Use of Damien Center facilities, equipment, supplies, or technology for endorsing political candidates, campaigns or party activities is forbidden, as well.

When a volunteer engages in political activities on their own time, beyond Damien Center premises or social media platforms, it must be clear they are acting as an individual, not as a volunteer of Damien Center. Damien Center discourages volunteers from wearing Damien Center branded apparel while engaging in the types of political activities outlined in this policy, as this could be construed as acting as an agent of the organization. Volunteers should not use their position as a volunteer of Damien Center to promote, oppose, make public statements or contributions to a political campaign, candidates, or political party for elected public office.

## **CERVIS**

Each volunteer agrees to use CERVIS, our volunteer management system to the best of their ability. This is where we list new opportunities, track volunteer hours, and keep volunteer information. If you are not able to access the website due to ability or a lack of access to internet, please let our Volunteer Manager know and we can work with you to find an alternative. Volunteers need to sign up for shifts on CERVIS. You can sign up through CERVIS at [volunteer.damien.org](http://volunteer.damien.org).

## ***Confidentiality Policy***

Damien Center recognizes the paramount importance of the principle of confidentiality of client information, both for the benefit of the client and for the continued credibility of the agency. It will be the practice of all staff\*, paid and volunteer, to make every effort to respect confidentiality and to search for solutions to problems related to avoiding breaches of confidentiality. Damien Center will not identify individuals who are clients. The agency will also not state that an individual is not a client.

Confidentiality may be broken (report made to appropriate authority or agency) only under the following exceptional circumstances, which shall also be documented in the client's file:

- When there is a clear and immediate danger of grave physical harm to the client, e.g., suicide.
- When there is a clear and immediate danger of grave physical harm to others, e.g., assault or homicide.
- When there is a statute requiring breach of confidentiality, e.g., child abuse, endangered adult, dog bite, knife wound, gunshot, burn.
- When there is clear reason to believe that the client is not disclosing their HIV status to sexual or needle sharing partners.
- When there is a court order to release information.

Even when such exceptional circumstances exist, care coordinators shall, before breaking confidence, make every reasonable effort to communicate to the client that the breach in confidentiality is required.

The Damien Center also will share information internally among staff\* for the purpose of coordinating care and services. A Release of Information Form signed by the client will be required for all information released at the request of the client. Agency staff may request information about clients from records of other agencies with the written consent of the client on an appropriate Release of Information Form.

The agency may, from time to time, share anonymous, summarized statistical data about the client population to funding sources and the public, provided that no individual client can be identified from the information. In addition, we are required by some funding sources to provide specific, anonymous individualized data. This means that the Damien Center will not release any information which is linked by name to any client, unless the client gives written informed consent authorizing us to release name-linked information. In addition to name-linked data, this policy of non-disclosure applies to other identifying data such as complete social security numbers.

All reported breaches of confidentiality will be investigated and shall include one of the following resolutions.

- Written or verbal reprimand
- Internal management resolution
- Termination of duties, paid or volunteer

\*This may include any individual performing duties on behalf of the Damien Center (i.e. employees, volunteers, student interns, or Board members).

*Approved 5/20/01*

*Damien Center Board of Directors*

## ***Conflict of Interest***

Purpose: The purpose of the Conflict of Interest policy is to prevent the personal interests of staff, board members, and volunteers who volunteer three or more times in a year from interfering with the performance of their duties to Damien Center, or from resulting in personal, financial, professional, or political gain on the part of such persons at the expense of Damien Center, or its members, supporters, and other stakeholders.

Definitions:

Conflict of Interest: A conflict of interest arises when the employee, officer, board member, agent, volunteer, any member of their immediate family, their partner or an organization which employs or is about to employ any of these parties has a financial or other interest in or a tangible personal benefit from a firm considered for a contract. The following define these terms in more detail.

- Employee: A person employed for wages or salary by Damien Center.
- Officer: officer of the Board of Directors
- Board member: members of the Board of Directors or any past presidents who are no longer voting members on the board but attend board meetings
- Agent: Person who is authorized to act on Damien Center's behalf
- Volunteer: a person other than a board member who does not receive compensation for the transaction or service provided to Damien Center, and has no legal concern or interest in the transaction or service

Policy and Practices:

1. Full disclosure, by notice in writing, shall be made by the interested parties to the full Board of Directors in all conflicts of interest, including but not limited to the following:

- A board member is related to another board member or staff by blood, marriage, or domestic partnership.
- An employee in a supervisory capacity is related to, in a domestic relationship with, resides with, or is in a romantic or sexual relationship with, another employee that they supervise.
- A board member or their organization stands to benefit from Damien Center, for any subcontracted goods or services other than as part of their regular job responsibilities or as reimbursement for reasonable expenses incurred as provided in the bylaws and board policy.
- A board member's organization is seeking or has received grant funding from Damien Center.
- A board member or employee is a member of the governing body of a contributor to Damien Center.
- A volunteer working on behalf of Damien Center meets any of the situations or criteria listed above.

2. Per federal requirements as outlined in our Procurement Policy, when a real or apparent conflict of interest occurs, no employee, officer or agent may participate in the selection, award or administration of a contract supported by a federal award.

3. A copy of this policy shall be signed and dated by all employees, board members, agents, volunteers, and other key stakeholders upon commencement of such person's relationship with Damien Center or at the official adoption of stated policy, and each year thereafter. Failure to sign does not nullify the policy or its application.

4. Anyone in a position to make decisions about spending Damien Center resources (e.g., purchases or contracts) who also stands to benefit from that decision has a duty to disclose the conflict as soon as it is identified and must not participate in any final decisions.

5. Following full disclosure of a possible conflict of interest or any condition listed above, the Board of Directors shall determine whether a conflict of interest exists and, if so, the Board or Executive Committee shall vote to authorize or reject the transaction or take any other action deemed necessary to address the conflict and protect Damien Center's best interest. In the event the conflict involves a board member, the board member shall recuse themselves and votes shall be by a majority vote of the remaining directors, even if the remaining directors are less than a quorum.

6. A board member or committee member who is formally considering employment with Damien Center must take temporary leave of absence from the board or committee until the position is filled. Such a leave will be taken within the board member's elected term which will not be extended because of the leave. A written request for a temporary leave of absence must be submitted to the Secretary of Damien Center Board, c/o Damien Center office, indicating the time-period of the leave. The Secretary of Damien Center Board will inform the Chair of the board of such a request. The Chair will bring the request to the board for action. The request and any action taken shall be reflected in the board meeting minutes.

7. An interested board member, officer or employee shall not participate in any discussion or debate of the Board of Directors, or of any committee or subcommittee thereof, in which the subject of discussion is a contract, transaction, or situation in which there may be a perceived or actual conflict of interest. However, they may be present to provide clarifying information in such a discussion or debate unless objected to by any present board or committee member.

8. This policy and the Conflict-of-Interest Disclosure form must be filed at membership inception, annually, and by all specified parties when potential conflicts arise.

All reported breaches of the conflicts of interest policy will be investigated and shall include one of the following resolutions:

- Written or verbal reprimand
- Internal management resolution
- Termination of duties
- Review under Grievance Policy procedures

## ***Emergency Closings***

In the event of an early closing due to inclement weather, volunteers will be notified via email. Volunteers can also find closing information on Damien Center's social media profiles.

In the event of an early closing due to imminent threat or danger, staff supervising volunteers will be notified via email, overhead announcement or by a member of leadership. The means of evacuation or shelter in place will be determined on a case-by-case basis based on each individual situation. If we are required to evacuate the building, you must leave immediately upon notification. Failure to follow this directive may result in disciplinary action.

## ***Emergency Procedures***

Your supervisor should be notified immediately when an emergency occurs. Emergencies include all accidents, medical situations, bomb threats, other threats of violence, and the smell of smoke. If your supervisor is unavailable, contact the nearest agency official. Incident Reports are available and should be completed in the event of an emergency involving staff, volunteers, clients, or visitors to the Damien Center.

Should an emergency result in the need to communicate information to volunteers outside of business hours, your supervisor will contact you. Therefore, it is important that volunteers keep their personal emergency contact information up to date. Notify your supervisor in the event this information changes.

When events warrant an evacuation of the building, you should follow the instructions of your supervisor or other management or building official. You should leave the building in a quick and orderly manner. You should assemble at the pre-determined location as communicated to you by your supervisor to await further instructions or information.

Please direct any questions you may have about the agency's emergency procedures to your supervisor.

## ***Equal Volunteer Opportunity***

Our agency is committed to equal volunteer opportunity. We will not discriminate against volunteers or applicants for volunteering on any legally recognized basis including, but not limited to: veteran status, uniform service member status, race, color, religion, sex, national origin, age, physical or mental disability, sexual orientation and gender identity. In addition, races, religion, color, sex, disability, national origin, ancestry, off duty use of tobacco, and age [between 40 and 70] are protected classes in Indiana.

## ***The Health Insurance Portability and Accountability Act (HIPAA)***

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) was started with the intent of providing workers who changed or lost their jobs with the opportunity to maintain their insurance coverage. Over time, the “Administrative Simplification” was added to simplify and standardize basic health care transactions such as verifying client eligibility and then submitting and paying of health care claims. During this process, the rise of the internet came and records were becoming electronic. A concern arose about the privacy and security of these records and as a result, HIPAA called for privacy and security standards for sharing health information in electronic form.

HIPAA requires each provider to create a Notice of Privacy Practices. This notice lets the client know when their information may be shared with others. Copies of that notice are given to each client when they are admitted, posted throughout the building, and may be accessed on our website.

The privacy and security standards require the complete privacy and confidentiality of the Protected Health Information (PHI) of our clients and by our staff and volunteers.

Guidelines to ensure your compliance with HIPAA:

- Never talk about specific clients or disclose any PHI such as client’s name or diagnosis when discussing your experience at the Damien Center.
- If you see a client in public or coincidentally know a client socially, never disclose publicly that you know the client or that they receive services at the Damien Center.
- Do not photograph a client using any personal device.
- Only seek from staff the minimal amount of information needed to carry out your assignment.
- Do not record client’s PHI such as name, date of birth, phone number or social security number on any forms or reports that you may need to turn into your school or organization.
- You may only access PHI of clients for whom you are volunteering. Do not ask or seek information about other clients.
- Be aware of surroundings when discussing a client or asking staff for additional information. All communication should take place in a private location.
- When disposing of any documents containing PHI, use the “Shred-It” containers.
- If you have any questions regarding HIPAA or situations regarding the care and management of the PHI of our clients, please contact our Privacy Official.

## ***Non-Religious Activity***

Damien Center welcomes and respects the individual religious commitments of clients, staff, and volunteers, and in no case attempts to proselytize them through its programs or sponsored activities. Similarly, Damien Center does not allow any other individual or organization internal or external to proselytize its members using facilities, programs, or activities controlled by Damien Center. Proselytization is understood as any effort to influence people’s faith convictions, choices, or commitments in ways that de-personalize or deprive them of their inherent value as persons. This includes the use of any exploitive techniques or manipulative appeals which bypass a person’s critical faculties; play on psychological or other weaknesses; use physical coercion, moral compulsion, psychological pressure, inducements for conversion, or exploit a lack of education.



Damien Center forbids pressuring – directly or indirectly – any employee, client, or volunteer to pray, engage in scripture study, or perform other religious activity outside their own faith tradition, or lack thereof.

Additional activities that might be indicators of proselytizing include, but are not limited to:

- Making unjust or uncharitable references to others' beliefs and practices;
- Comparing faith traditions by emphasizing only the achievements and ideals of one, and the weaknesses and practical problems of the other;
- Using advertising or promotional techniques that might bring undue pressure on persons;
- Ignoring the religious realities and identities of other faith traditions or their particular approaches to pastoral practice.

## ***No Weapons in the Workplace***

To promote a safe working environment, the possession of a firearm, ammunition, or other weapon on our property or while engaged in Damien Center-related business on or off our property is prohibited. However, to be compliant with Indiana law, this Policy includes limited exceptions:

- Any law enforcement or security personnel engaged in their official duties.
- Legal possession of an unloaded firearm and/or ammunition that is kept in the volunteer's own vehicle on our property. In addition, to be covered by this exemption, the unloaded firearm and/or ammunition must be:
  - locked in vehicle's trunk.
  - kept in the locked vehicle's glove compartment; or
  - stored out of plain sight in the locked vehicle
  - And the volunteer must not remove the firearms or ammunition from the vehicle or having them in plain sight during the work date or at any time on Damien Center premises

The exception described above applies only to a volunteer's own vehicle. Possession of such items in a Damien Center-owned, rented, or leased vehicle is strictly prohibited.

If any employee or volunteer has reason to believe that another employee or volunteer is in violation of this Policy, they have a duty to report this immediately to leadership. If we determine that an employee or volunteer has violated this policy in any manner, we will take appropriate disciplinary action, up to and including immediate termination of employment or volunteer status.

## ***Parking***

Damien Center provides free parking to volunteers in designated lots located on Arsenal Ave (Lot A), behind the building (Lot B), on Washington Street (Lot C), and street parking is also available. Risks, damage, and any losses resulting from a volunteer voluntarily parking in these lots are assumed by the volunteer. All vehicles should always remain locked, and all valuables be hidden from view. Damien Center does not and cannot assume any liability for loss, theft, or damage to vehicles or property contained in them. Street parking is also available as well with the rules being applicable.

## ***Personal Presentation***

Volunteers should maintain a professional image while representing Damien Center and be appropriately dressed for their audience. Clothing must be consistent with the standards for a

business casual environment and must be appropriate to the type of duties being performed. Clothing should not contain profanity, political, or inflammatory messages or slogan or be too revealing. Again, think of your audience. If you are presenting to an external audience – you may dress more professionally. If you are working at a desk all day – you may dress more casually. Shirts that expose your midriff and short shorts are prohibited.

## ***Recording Devices***

To encourage a working environment of mutual trust and cooperation and protect Damien Center's confidential information and trade secrets, we prohibit the use of hidden or surreptitious audio recording devices, cameras, or video recorders by any employee or volunteer within our facilities or on our property. If such devices are needed for a planned event or meeting, an exception can be made with the approval of a member of management. This does not apply to lunch and break areas. Any employee or volunteer who becomes aware of any violation of this policy should contact their leader and/or Human Resources leadership. Any employee or volunteer violating this policy will be subject to disciplinary action, up to and including termination of volunteer status or employment.

## ***Reporting Discrimination, Harassment, or Bullying Concerns***

Individuals who have been the victims of conduct prohibited by these policies or who believe they have witnessed such conduct have several options available to them to address the inappropriate conduct.

Frequently, an appropriate way to handle inappropriate behavior is to simply advise the offender that their behavior is not appropriate or unwelcome, and request that it be discontinued. However, Damien Center understands that a volunteer may be uncomfortable taking this approach or that this action may be sufficient to resolve the problem.

Therefore, whether you directly confront the offending person, individuals who have witnessed such conduct or who feel that they have been the victim of discrimination, harassment, or bullying must report it immediately to Volunteer Manager or to the Diversity, Equity, and Inclusion Officer. Damien Center will promptly, thoroughly, and impartially investigate all reports in strict compliance with all applicable laws.

Volunteers may be suspended pending the outcome of Damien Center's investigation.

Under no circumstances will the individual who conducts the investigation or who has any direct or indirect control over the investigation be under the supervision of either the complaining volunteer/employee or the volunteer/employee who is the alleged harasser.

An investigation may include individual interviews with the parties involved and with individuals who may have observed the alleged conduct or may have additional relevant knowledge. All volunteers/employees are required to cooperate with all internal investigations, including those involving any of these issues.

Confidentiality will be maintained throughout the investigatory process to the extent reasonably possible. However, it should be recognized that complete confidentiality cannot be guaranteed as we may need to identify the complaining person(s) so that the accused individual is provided with an adequate opportunity to respond to the report.

Retaliation against an individual for reporting discrimination, harassment, or bullying, or for participating in an investigation regarding such matters, is a serious violation of this policy and, like harassment, bullying or discrimination itself, will be subject to disciplinary action, up to and including termination of employment. Any perceived retaliation should be reported immediately to the Volunteer Manager or to the Diversity, Equity, and Inclusion Officer. All such reports will be investigated and addressed.

Any individual who is found to be in violation of our EEO, Anti-Harassment, Bullying, or non-retaliation policies will receive disciplinary action, up to and including termination of volunteer status or employment.

## **Safety**

Safety can only be achieved through teamwork at our agency. Each volunteer, employee, supervisor and manager must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Please observe the following precautions:

1. Notify your supervisor of any emergency. If you are injured or become sick at work, no matter how slightly, you must inform your supervisor immediately.
2. The use of alcoholic beverages or illegal substances during working hours will not be tolerated. The possession of alcoholic beverages or illegal substances on the agency's property is forbidden.
3. Use, adjust and repair machines and equipment only if you are trained and qualified.
4. Know the proper lifting procedures. Get help when lifting or pushing heavy objects.
5. Understand your job fully and follow instructions. If you are not sure of the safe procedure, don't guess; just ask your supervisor.
6. Know the locations, contents and use of first aid and firefighting equipment.
7. Comply with OSHA standards and/or applicable state job safety and health standards as written in our safety procedures manual.

A violation of a safety precaution is an unsafe act. A violation may lead to disciplinary action, up to and including discharge.

## **Smoking**

Indiana law prohibits smoking inside any place of employment and within eight feet of a public entrance to a public place and place of employment. Damien Center is a smoke free campus and smoking is strictly prohibited on the property. Damien Center defines smoking as the act of lighting, smoking, vaping, or carrying a lighted or smoldering cigar, cigarette, e-cigarette (includes e-pens, e-pipes, e-hookah and e-cigars) or pipe of any kind. When smoking around the perimeter of the building grounds you must properly dispose of your cigarette waste. Any employee or volunteer observed throwing their cigarette waste on the ground may be subject to disciplinary action or have their smoking privileges revoked. Smoking breaks should be kept to a minimum. Smoking disposal receptacles are located around the building.

## ***Social Media & Media Relations***

Social media refers to, but is not limited to, a variety of online communities like blogs, social networks, groups, and forums – not just Facebook and Twitter. Our policy addresses representing Damien Center through social media.

Damien Center has a group of official spokespeople for the organization who are the only people authorized to speak on behalf of the organization.

1. President and CEO
2. Vice President of Donor Relations
3. Director of Marketing & Communications
4. Porch Light Public Relations
5. Employees that have been asked to participate in interviews.

We have a team dedicated to process online feedback or criticism. Please do not attempt to address these situations on your own but inform the appropriate employees to address the situation at a high level.

While you may not be serving as a designated spokesperson of Damien Center in your online postings, still be mindful that your actions online may reflect upon the organization.

Volunteers should indicate that their views are their own and not those of Damien Center.

If you post on social media, websites, or other online entities that discuss Damien Center in any capacity, you should identify yourself as a volunteer of the center. Blogs and social networks can be effective ways to communicate about Damien Center and are an integral part of our audience engagement strategies.

Employees may tag @DamienCenter in their bios or on their profiles, indicating they are affiliated with the organization – but should clarify they do not speak on behalf of the organization.

- Be respectful of others – in general, but especially when affiliated with the org online
- Do not post discriminatory or offensive content
- Be honest and accurate
- Correct misinformation about HIV
- Avoid speaking as an expert on a field outside of your expertise
- Use reputable resources when speaking about HIV or causes related to the center (for example, use CDC.gov instead of FakeInfo.co – check your source!)

Social media is a vital tool in reaching our audiences, whether that be for fundraising, support services, or preventative services. By working together as a community, we can end new HIV cases in Central Indiana and reduce stigma. Share things such as fundraisers, events, articles, or happenings at the center with your networks. Encourage others to get involved! We encourage volunteers to share why they enjoy volunteering for the center, why the cause is important to them, or anything else to help reduce stigma and benefit the community.

Damien Center may provide pre-approved messaging and social media kits for public distribution. There may be instances when the organization encourages volunteers to share things via social media, but this is completely optional.

Damien Center will monitor all postings on official accounts. Damien Center has the right to exercise disciplinary action if a volunteer does not follow this policy's guidelines.

Examples of breaking the guidelines include, but are not limited to:

- Violating client, volunteer, or staff confidentiality
- Making maliciously false, defamatory, libelous, or slanderous statements regarding Damien Center on public channels
- Claiming to be an official representative of the center
- Posting obscenities, slurs, or personal attacks that can negatively impact the reputation of the center or its constituents
- Disclosing trade secret or other confidential information or violating intellectual property rights of Damien Center or engaging in violations of the law

Volunteers may not represent Damien Center to the media without prior approval from the Vice President of Donor Relations, the Director of Marketing, or President and CEO. If you encounter negative PR pieces, please contact the Volunteer Manager. Volunteers should not address negative publicity without approval. If you have questions or need further guidance, please contact the Volunteer Manager.

### ***Theft, Loss, and Damages***

To guard against theft of personal belongings, valuables should be stored in a safe place. Damien Center does not and cannot assume responsibility for the theft or loss of or any damage to any volunteer property. Therefore, in bringing personal property onto Damien Center premises, the volunteer assumes risk of theft, loss, and damage to such property. All theft related incidents should be immediately reported to facilities and leadership.

### ***Use of Personal Vehicle for Damien Center Business***

There are some situations in which a volunteer drives their car to perform Damien Center duties and responsibilities. All volunteers who use their personal vehicle for Damien Center business are required to possess a valid driver's license, utilize a legally registered vehicle, hold state minimum required automobile insurance, and ensure the vehicle is safe to operate. Volunteers are responsible for using the vehicle in a safe a responsible manner, shall not drive under the influence of drugs or alcohol, must abide by all traffic laws, must not text while driving, and must require all vehicle occupants to always wear seatbelts when driving on Damien Center business. Damien Center will not be held liable for any accidents, damages or losses incurred by volunteers while using a personal vehicle for business purposes.

### ***Volunteer Age***

Volunteers under 18 must either have the written consent of a parent or legal guardian or be accompanied by a parent or legal guardian and be undertaking suitable roles for which there is no legal minimum age.

### ***Volunteer Background Checks***

Some volunteer opportunities (e.g. working with minors or handling money) may require Damien Center to run criminal background checks that complies with the Fair Credit Reporting Act (FCRA).

Volunteers are treated as applicants under the FCRA. In the event that a background check is needed, the volunteer will be required to complete a Disclosure and Authorization form, which requests information that the approved background investigation provider requires to conduct the background screen. The Volunteer Manager should review the report and determine if any negative information has a direct connection with an applicant's ability to fulfill the volunteer's duties with competence and integrity, or that might impact safety. Arrests that are not pending and did not result in conviction should not be considered.

## ***Volunteer Disciplinary Policy and Terms for Dismissal***

Volunteers are subject to disciplinary actions when they have engaged in any type of willful misconduct. Damien Center will provide volunteers with notice of deficiencies and an opportunity to improve whenever practical or reasonable. Volunteers' performance and conduct is evaluated on an ongoing basis, with feedback provided when necessary. The type and severity of disciplinary action depends on the type or frequency of the offense. Informal discussions may be used to ensure that volunteers know and follow rules and standards. These discussions should focus on clarifying expectations, providing appropriate training and development, and coaching volunteers. In some cases, formal disciplinary action may be deemed appropriate. Progressive discipline steps may include, but are not limited to, verbal warnings, written warnings, suspension, and termination of service. In all instances of discipline, Damien Center retains sole discretion and authority to administer discipline in any manner it sees suitable and any of the steps listed above may be skipped. Termination of volunteer status may occur at any time without progressive discipline steps having been taken.

Volunteer may undergo termination when volunteer:

- Does not adhere to the policies and procedures (written and verbal) of Damien Center and the assigned program
- Fails to satisfactorily perform their volunteer assignment given
- Abuse or mistreatment of clients, staff, or other volunteers occurs
- Theft of property or misuse of agency materials
- Does not abide by Damien Center confidentiality policy or HIPAA agreements
- Repeatedly experiences irregular attendance and tardiness accompanied by failure to contact appropriate supervisor
- Partakes in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in our workplace

**ANY VIOLATION OF CONFIDENTIALITY CONCERNING THE DAMIEN CENTER MAY BE CAUSE FOR THE VOLUNTEER'S TERMINATION**

## ***Workplace Bullying***

Damien Center defines bullying as "repeated inappropriate behavior, either direct or indirect, whether verbal, physical, electronic or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment."

The purpose of this policy is to communicate to all volunteers and employees, including leadership that Damien Center will not tolerate bullying behavior.

Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when administering discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. Damien Center considers the following types of behavior examples of bullying:

- Verbal & electronic bullying: Slandering, ridiculing, or maligning a person or their family; persistent name calling that is hurtful, insulting, or humiliating; using a person as the target of jokes; abusive and offensive remarks. This may also include sending hostile or threatening emails, texts, or other correspondence.
- Physical bullying: Pushing, shoving, kicking, poking, tripping, assault, or threat of physical assault; damage to a person's work area or property.
- Gesture bullying: Nonverbal threatening gestures or glances that convey threatening messages such as eye rolling or glaring or inappropriate hand gestures.
- Exclusion: Socially or physically excluding or disregarding a person in work-related activities.

Volunteers found in violation of this policy will receive disciplinary action, up to and including termination.

## ***Workplace Violence***

All employees, volunteers, clients, customers, vendors, donors, and others with whom we have a relationship must be always treated with courtesy and respect. Volunteers are expected to refrain from conduct that may provoke violence or be dangerous to others.

Conduct that threatens, intimidates, or coerces another will not be tolerated. Damien Center resources may not be used to threaten, stalk, or harass anyone at the workplace or outside the workplace. Damien Center treats threats coming from an abusive personal relationship as it does other forms of violence.

Indirect or direct threats of violence, incidents of actual violence, and suspicious individuals or activities should be reported as soon as possible to the volunteer's supervisor, the Volunteer Manager, the facilities manager, Human Resources leadership, and/or any member of leadership. When reporting a threat or incident of violence, the volunteer should be as specific and detailed as possible. Volunteers should not place themselves in peril, nor should they attempt to intercede during an incident.

Damien Center will promptly and thoroughly investigate all reports of threats of violence or incidents of actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected when possible. Damien Center will not retaliate against volunteers making good-faith reports of violence, threats or suspicious individuals or activities. To maintain workplace safety and the integrity of its investigation, Damien Center may suspend volunteers suspected of workplace violence or threats of violence pending investigation.

Anyone found to be responsible for threats of or actual violence or other conduct that is in violation of this policy will be subject to disciplinary action, up to and including termination of volunteer status.

Damien Center encourages volunteers to bring their disputes to the attention of their supervisor, the Volunteer Manager, Human Resources leadership, or any other member of leadership before the situation escalates. Damien Center will not retaliate against volunteers for reporting concerns.



# VOLUNTEER SERVICE AGREEMENT

The volunteer agrees to:

1. Provide courteous, friendly assistance to the Center visitors & staff;
2. Work the schedule of the position as described;
3. Maintain familiarity with policies and procedures (written and verbal) of the Damien Center and the assigned program;
4. Be reliable and prompt in reporting for work;
5. Notify the task supervisor/staff as early as possible if unable to report on schedule or, if appropriate, find a replacement;
6. Inform the Volunteer Manager of any problem that concerns the volunteer/assignment that is not satisfactorily resolved by discussion with the supervisor;
7. Undertake additional training opportunities to maintain competence in knowledge and skill for assignment;
8. Notify the Volunteer Manager in writing to request a new or added assignment, to resign or take leave of absence, and notify a change of address and phone contact;
9. Understand that irregular attendance, poor performance, or failure to cooperate with the policies may be interpreted as the volunteer's desire to resign from placement/service.
10. Use CERVIS to the best of their ability.

The program/job supervisor agrees to:

1. Provide adequate training and supervision for the volunteer to meet expectations established for this position.
2. Discuss problems, ideas, or suggestions related to task with the volunteer.
3. Allow flexibility for a volunteer's absence in an emergency or in mutual agreed arrangement;
4. Respect the volunteer's function and contribute to a smooth working relationship and positive assignment experience;
5. Provide the volunteer periodic evaluative input regarding service performance, (formally/informally, verbal/written);
6. Inform the Volunteer Manager of unresolved concerns about the volunteer, performance, or placement issues not satisfied by volunteer supervisor discussion.

The Volunteer Manager agrees to:

1. Act as liaison between the volunteer and employed staff;
2. Assist in implementation of training programs and volunteer job placement;
3. Be available to discuss ideas, suggestions or problems made known by the volunteer or employed staff about task performance;
4. Assist volunteers in evaluating their assignments and support their volunteer service involvement through the Damien Center or another community volunteer program;
5. Provide support for activities to recognize, enhance, and advocate for the volunteers;
6. Assist volunteers and employed staff to keep informed throughout the year about the Damien Center and activities pertinent to volunteer interests by varied communications.