



# Volunteer Handbook



The mission of Helping Hand Center is **to assist persons with disabilities to achieve their highest level of independence through quality programs and services.**

## History

In the early 1950's, there was little help for parents whose child had a developmental disability. In 1955, Helping Hand Center was established to address families with such needs.

We are grateful to the early pioneers, a small group of parents whose dedication and perseverance brought into fruition, the extraordinary accomplishments of children and adults with disabilities who participate in the excellent programs and services of Helping Hand Center. Today, Helping Hand Center is a non-for-profit community-based agency that serves over 700 children and adults with mild to severe developmental and intellectual disabilities.

## Locations

### **Helping Hand Center: Children's Services Building\***

9649 W. 55<sup>th</sup> Street  
Countryside, IL 60525  
Phone: (708) 352-3580, ext. 220  
Hours: Monday- Friday, 8:00am-4:00pm

### **Helping Hand Center: Adult Services Building**

6160 East Avenue  
Hodgkins, IL 60525  
(708) 352-3580, ext. 500  
Hours: Monday- Friday, 7:30am-3:30pm

### **SubCon Packaging & Assembly**

10 N. Beach  
LaGrange Park, IL 60526  
(708) 352-3580, ext. 307  
Hours: Monday- Friday, 7:30am-3:30pm

\*Special Recreation is held at this location.

# Volunteer Quick Facts

## Before:

- Before arriving to volunteer at any location, please sign-up through *Volunteer Spot* or through staff members Jessica Boyke or Carolyn Kline.
- If you are signed up to volunteer at our Countryside location on a Friday afternoon after 4pm, the front doors will be locked. Please go to the back doors located by the loading dock when you arrive.
- Please wear appropriate attire when volunteering:
  - **Ladies:** No tank tops or spaghetti strap tops; shorts must be at least fingertip length.
  - **Gentleman:** No loose cut off shirts; shorts/pants must remain securely above the waist at all times.
  - **All:** Absolutely no holes in any article of clothing are permitted; closed toed shoes are required (gym shoes are best).

## During:

- Sign in/out each time you volunteer. The volunteer sign-in book is located at the front desk. If you forget to sign in, please contact Kelly Partyka at (708) 352-3580, ext. 244.
- All volunteers should wear a 'volunteer' lanyard or name badge at all times while volunteering.
- Check in with your staff contact to notify them that you are ready to volunteer!
- In accordance with HIPAA (Health Insurance Portability and Accountability Act) policies, you will, to the best of your ability, ensure confidentiality and privacy of our clients. (Example: do not share client names, diagnoses, history, or information regarding specific clients.)
- There is absolutely no picture/video taking permitted while you are volunteering, especially of any clients you are working with due to confidentiality purposes.
- When working with clients, there will always be a Helping Hand Center staff member present. If you have any concerns, issues, or questions regarding a behavior, please go directly to a staff member.
- Any IT resources (iPads, computers, etc.) provided for a specified activity are to be used only for that activity. Absolutely no personal usage of Helping Hand Center IT equipment is permitted.

## At All Times:

- You will maintain a professional demeanor at all times. As volunteers, you are representatives of Helping Hand Center and should act appropriately.
- Smoking is absolutely prohibited within 15 feet of the building.
- Absolutely no drugs and/or alcohol are permitted on the premises.

## Supervision

Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. Your supervisor is responsible for day-to-day management and guidance of your work and will be available for consultation and assistance. Please feel free to ask any questions of this person or report any problems or concerns you have about your volunteer assignment.

## Attendance

All volunteers will receive a monthly listing of volunteer opportunities. Before arriving to volunteer at any location, please sign-up through *Volunteer Spot* or through staff members Jessica Boyke or Carolyn Kline.

Your supervisor and coworkers value your contributions and they depend on you to be present at the scheduled time. Volunteers who know they will be absent or late should notify Helping Hand Center Staff by phone, email, or through *Volunteer Spot* as soon as possible.

## Expectations

Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of Helping Hand Center employees. Volunteers must be responsive to the directions of their supervisor. When working with clients, volunteers are expected to engage clients appropriately.

Volunteers are expected to treat each other, Helping Hand Center staff, and our visitors with respect and courtesy at all times. Any discourtesy to our visitors, failure to comply with management direction, disregard for safety or operating rules, refusal to cooperate with other volunteers, inappropriate conduct, or violation of State or Federal regulations may be cause for dismissal.

## Dress Code

In order to make a good impression on the public and the people we serve, you must wear appropriate attire when volunteering.

- **Ladies:** No tank tops or spaghetti strap tops and shorts must be **at least** fingertip length.
- **Gentleman:** No loose cut off shirts and shorts/pants must remain securely above the waist at all times.
- **Everyone:** Absolutely no holes in any article of clothing are permitted and closed shoes are **required** (gym shoes are best).

# Confidentiality

It is the policy of Helping Hand Center that all employees and volunteers treat all written and electronically generated information, as well as personal knowledge about a consumer, as confidential in accordance with the Mental Health and Developmental Disabilities Confidentiality Act, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and any other applicable federal and state laws, statutes, or guidelines that pertain to confidentiality.

The maintenance of privacy and confidentiality of Helping Hand Center's consumer population is a responsibility of each volunteer member. Volunteers will, to the best of their ability, ensure confidentiality and privacy in regard to history, records, and discussions about the people served at Helping Hand Center.

Disclosure of information can be made only under specific conditions for reasons related to law enforcement and the fulfillment of the agency's mission. This means that volunteers shall not disclose any information about a person, including the fact that the person is or is not served by the agency to anyone outside of the organization unless authorized by the Executive Director or other authorized personnel.

Volunteers will **not**:

- Provide information requested by someone outside the agency. (That includes whether or not a person is or has been served by the agency.)
- Discuss any individual's record with unauthorized individuals whether on or off duty.
- Have contact with Helping Hand Center clients outside of their volunteer responsibilities.
- Connect or attempt to connect any personal storage device (flash drive, "smart" phone, personal digital assistant (PDA), etc.) or media (e.g. writable compact disk) to the information systems of Helping Hand Center.
- Allow confidential information belonging to Helping Hand Center to be transmitted across peer-to-peer networks, social networking sites, or other similar systems.
- Use personal email services for the purpose of downloading, forwarding, or otherwise exchanging PHI or proprietary business information.

Confidential information must not be removed from the premises, except when such removal is for an approved business purpose and when the information is secured on a Helping Hand Center device or in a means provided by the organization.

## Conflict of Interest

Helping Hand Center expects its volunteers to act at all times in the best interests of those it serves. A conflict of interest takes place when the interests of a volunteer member, or an outside party, either affect or give the perception of affecting Helping Hand Center in a negative way.

The following may lead to a conflict of interest:

- **Outside Business Interests**  
Volunteers may have outside business interests. They may not earn a profit from those business interests that are a direct result of their affiliation with Helping Hand Center.
- **Gifts and Gratuities**  
Volunteers may not accept any amount of cash, or items of more than \$25.00 in value including, but not limited to, gifts, gratuities, free trips or personal property from outside parties or organizations (if those gifts are an actual or potential inducement to provide services without the prior approval of the Director of Community Outreach). Also, volunteers should not distribute gifts to clients without the approval of the appropriate staff supervisor.
- **Personal Beliefs**  
Helping Hand Center recognizes that volunteers can and do hold a range of beliefs, values, and commitments. These can become a conflict of interest when these beliefs are not mutually shared.

## Donations or Gratuities

All Helping Hand Center volunteers are required to report any gifts or donations made to them for Helping Hand Center. If a person expresses the desire to make a donation, the person should be directed by the volunteer to contact the Director of Community Outreach. If the prospective donor prefers to give a gift or donation intended for a specific program or purpose directly to a staff person, the staff person must immediately notify the Director of Community Outreach so that it can be secured.

## Public Relations Policy

Media releases and public speaking engagements before all groups, including various news media, concerning Helping Hand Center and its services, must be approved by the Director of Community Outreach.

## Social Media Policy

Social Media is defined as: blogs, other types of self-published online journals, and collaborative Web-based discussion forums including, but not limited to, *LinkedIn*, *Facebook*, *MySpace* and *Twitter*.

The following rules and guidelines apply to all volunteers:

- Volunteers are prohibited from discussing confidential, company matters through the use of social media.
- Volunteers are prohibited from having contact with Helping Hand Center clients through social media.
- Volunteers are prohibited from taking photos and/or video of clients they may be working with due to confidentiality purposes.
- Volunteers cannot use social media to harass, threaten, libel or slander, malign, defame, or discriminate against co-volunteers, staff, clients, vendors or suppliers, any organizations associated or doing business with Helping Hand Center, or any members of the public, including Web site visitors who post comments. Helping Hand Center's anti-harassment policies apply to use of social media in the workplace.
- Volunteers of Helping Hand Center should have no expectation of privacy while using company equipment and facilities for any purpose, including the use of social media. Helping Hand Center reserves the right to monitor, review, and block content that violates the agency rules and guidelines.

## Staff Contact Information

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**For Individual Volunteers:**

Jessica Boyke  
Jessica.Boyke@hhcenter.org  
(708) 352-3580, ext. 221

**For Corporate/Group Volunteers:**

Carolyn Kline  
Carolyn.Kline@hhcenter.org  
(708) 352-3580, ext. 280