



Volunteer Handbook



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The Next Door is funded in part by the Tennessee Department of Mental Health and Substance Abuse Services.

1. The Next Door

The Next Door is a non-profit organization dedicated to serving women in crisis, equipping them for lives of wholeness and hope. The Next Door provides services to women who are impacted by addiction, mental illness, trauma and/or incarceration. In recognition of the common need among residents for mental health and addiction counseling, The Next Door provides an integrated model to address the co-occurring disorders. A professional team of counselors, case managers, nurse practitioners - both medical and psychiatric, medical doctors, master's level social work interns, mentors, and job coaches complete the staff to provide comprehensive coverage to residents' needs.

1.1. Mission and Services

The Next Door provides a continuum of evidence-based services for women and their families impacted by addiction, mental illness, trauma and/or incarceration with Christ-centered compassionate care.

Medically-Monitored Detoxification (12 beds): The Next Door offers medically-monitored detoxification in a safe and comfortable way. Women are treated until the signs and symptoms of withdrawal have resolved. The average length for a woman to stay in detox is three to five days.

Residential Treatment (70 beds): The women in our residential treatment program take part in comprehensive, high intensity and structured inpatient treatment program. The women meet multiple hours each day during weekdays and weeknights and have structured, yet less intensive, programming on the weekends. While they are in treatment they are exploring the underlying issues of mind, body and spirit associated with chemical dependency, co-occurring mental illness, and trauma.

Partial Hospitalization: This intensive day treatment program includes: comprehensive assessment, case management and counseling in a non-residential setting that is tailored to an individual client's needs.

Intensive Outpatient Program: The outpatient program has high therapeutic intensity and a strong recovery focus. Clients meet Monday through Thursday for three hours a day.

Aftercare Services: The Next Door's aftercare services offer encouragement, support, and accountability for sustaining recovery. Peer-facilitated meetings take place weekly with the support of clinical staff in multiple communities at various times and locations.

Recovery Affordable Housing (21 apartments): The Next Door's Recovery Affordable Housing Community, "Freedom Recovery Community" or FRC, located across the street from our facility, is a 21-unit apartment complex, which provides affordable housing and supportive services in a sober living community for women in recovery and their children. The women sign a one-year renewable lease for their apartment and pay 30% of their income in rent.

Wrap Around Services: Addiction treatment services include individual therapy, group therapy, educational groups, family therapy (includes Family Enrichment Program events), peer and community support, psychiatric evaluation and medication management, case management, relapse prevention and life skills groups, cognitive behavioral therapy, 12-Step recovery work, trauma recovery groups and a long-term aftercare program.

Correctional Release Center (42 beds) in Chattanooga: offers a unique program in partnership with the Tennessee Department of Correction. Women served by The Next Door at the Chattanooga location are currently incarcerated, and receive short-term transitional services rooted in evidence-based practices to address the needs of the women.

1.2. Core Values

Love: We demonstrate what love looks like, so our women learn to love others in healthy ways and learn to love themselves.

Wholeness: God has a plan and purpose for a woman's life that is abundantly good. She doesn't have to be defined by her past decisions. God loves. God forgives. Every woman can be whole and complete.

Hope: We believe hope is in reach for all women. There is hope in any situation. Never give up. Help is only a request away!

Community: We are building a healthy community in which our women are contributing members of society. We need one another. We care for one another. We will teach our women how to build their own healthy community.

Respect: We believe each woman deserves respect from us and from each other. We show respect to each woman who walks through our door from our first encounter with her. We believe she is capable of accomplishing amazing things. So many times, our women have lost self-respect. We know that it is impossible to respect others if a person does not respect herself. We believe each woman can learn to respect herself and others.

Encouragement: We believe that our words and actions should build one another up. We inspire one another with love and good deeds. We look for the good a resident is doing and celebrate it. For far too long, our residents have been given negative messages.

Faith: We are a Christ-centered organization, but no one is forced to believe in Christ. We welcome all people, and all will be cared for with Christ-centered principles through our embodiment of these core values.

2. Volunteer Policy and Procedures

Volunteering at the Next Door will give you the unique opportunity to make a difference in the lives of the women and children we serve at the Next Door. You will have the opportunity to learn new skills and obtain knowledge of different subjects related to women and children in crisis, addiction and mental health issues. You will also be able to gain a better understanding of

a faith-based non-profit organization. We will provide the necessary training for your volunteer position to enable to do the best work possible.

2.1. Eligibility

To become a volunteer, one must be at least 18 years of age (exception can be made for special events or one-time projects if appropriate as long as minors are accompanied and supervised by a parent or other responsible adult), possess a heart for service and understand the mission of The Next Door Inc. We ask that Volunteers make a **minimum time commitment of at least 6 months**. We typically do not place volunteers in service for less (except for those doing special event activities). When interacting with clients and staff at TND, please always be polite and friendly and have a pleasant attitude and demonstrate respect.

Each new volunteer is asked to participate in an **orientation session**. During Orientation, new volunteers receive information on the following: The Next Door's Mission, Core Values, Definition of a Volunteer, and Expectations.

To ensure the safety for volunteers, staff and clients it is important that volunteers take part in an application and screening process. Volunteers are grouped into two tiers depending on their interaction with clients.

Tier One volunteers are all those that have direct and ongoing access to clients and are not necessarily supervised by staff at all times. These volunteers must complete the full application and screening process.

Tier Two volunteers have limited access to clients or serve on a one-time basis. They complete a modified application process. Current opportunities include working in the clothing closet, helping with supplies and/or donations or special projects such as yard work or cleaning.

2.1.1. Background Check

After attending Volunteer Orientation, but before being scheduled to serve, The Next Door Inc. conducts an informal background check as required for the volunteer position. Should any record appear for a prospective volunteer, further investigation may be taken, and that information will be reviewed by the Volunteer Coordinator and other THE NEXT DOOR staff. This group of staff members will make a decision concerning the volunteer serving in that position.

2.1.2. TB Screening

Volunteers with the highest level of engagement (those who serve four or more times in a month) are required by licensure to have an annual TB screener and skin test. Documentation is kept in their volunteer folder. TB tests can be done at The Next Door, at no charge to the volunteer, on Monday, Tuesday, or Friday and read on the 3rd day after. Appointments must be made with the nurse in the clinic. If any skin test is positive, The Next Door's Registered Nurse will refer the volunteer to a physician for a chest x-ray. **These volunteers must have an annual TB training and an acknowledgement of this is kept in their volunteer folder.**

2.2. Duties

Volunteers are asked to communicate with the Volunteer Coordinator for their assignments. The volunteer's proficiency in certain tasks may be determined by their staff liaison. In the instance where a volunteer is not able to complete a duty successfully, the Volunteer Coordinator will work with the volunteer to find a more suitable service role. The Next Door welcomes long-term volunteers!

Volunteers may begin actively volunteering only after they have completed all necessary screening and paperwork.

Volunteers who are at any time re-assigned to a new position will be interviewed for that position and will receive all appropriate orientation and training for that position before they begin work. In addition, any screening procedures appropriate for that specific position must be completed, even if the volunteer has already been working with The Next Door.

2.2.1. Supervision

Volunteers are an important part of providing excellent care to the women and children at The Next Door Inc. You are a valued and necessary member of the team as you support and assist the staff to do their jobs more effectively. All volunteers work under the direction of the Volunteer Coordinator, who has final authorization on all procedures and decisions. Other staff liaisons help the Volunteer Coordinator lead, advise, and coordinate service efforts. Volunteers report directly to the Volunteer Coordinator, if not directly supervised by other staff. The Volunteer Coordinator ensures that volunteers know their duties and are connected with those who can provide appropriate training, direction, and supervision.

2.2.2. Scheduling

It is very important to **maintain regular contact with the Volunteer Coordinator** especially when circumstances affect your volunteer work, including:

- Changes to your scheduled volunteer shift. Volunteers are responsible to notify the Volunteer Coordinator as early as possible if they are unable to serve.
- Reporting problems that occur while volunteering
- Taking an extended leave of absence or resigning from volunteering

2.2.3. Dress Code

Our clients come from all walks of life and many different faith backgrounds. Appropriate professional dress communicates to our clients that they are important and that they are receiving a high level of professional service and quality care.

Dress code guidelines are for all volunteers at The Next Door Inc., regardless of whether you have direct clients contact. In general, we follow the rule of **business casual**. Please do **not** wear clothing with holes (even if it is stylish), T-shirts with inappropriate slogans/sayings (i.e. alcohol or drug related slogans) and tight or sheer clothing that shows one's anatomy.

2.3. Confidentiality Policy

The most important right given to each woman and child who comes to our program is to ensure the privacy and confidentiality surrounding their care. The HIPAA (Health Insurance Portability and Accountability Act) Privacy Rules address who has access to protected health information and the rights of individuals to keep this information about themselves from being disclosed. This rule protects information that is written, spoken, OR in electronic form. All members of staff, including Volunteers, are expected to maintain the confidentiality of all client's information.

This includes:

- Do not **confirm or deny** that a client is in this facility receiving treatment.
- Do not discuss clients in public areas, inside or outside The Next Door Inc. It is never appropriate to share information about clients received during volunteer service with anyone outside The Next Door Inc.
- Not leaving clients' information where others can see it
- Do not photograph our clients, post their names or any other identifiable information on your Facebook page or Twitter account.
- Only access the minimum amount of information necessary to fulfill your job as a volunteer.

Lack of confidentiality is a violation of a client's rights and a violation of HIPAA, a federal law protecting an individual's information. Any person violating this statute may be punished by a fine of not more than \$500.00 or imprisonment not exceeding one year or both. Volunteers that do not comply with the confidentiality policy will be asked to leave the Next Door as a volunteer.

Volunteers who come four or more times per month are required to review the policy annually and provide an acknowledgement, which is kept in the volunteer's folder.

2.4. TITLE VI of the Civil Rights Act of 1964

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Service recipients receive Equal Treatment, Equal Access, Equal Rights, and Equal Opportunities without regard to their race, color, national origin (including English proficiency), age, gender, or disability.

All volunteers who come four or more times per month are required by licensure to view the Title VI Power Point annually and provide an acknowledgement that is kept in the volunteer folder.

2.5. Performance

To achieve the best quality performance through prompt identification of problems, followed by timely and appropriate corrective measures, the volunteer program has a performance improvement program in place. There are several methods by which volunteer performance is evaluated, including:

- Volunteers are surveyed annually, to provide feedback about their volunteer experience and the program.
- Volunteer Coordinator creates monthly and annual reports, which document volunteer hours and number of volunteers recruited. These reports are given to members of the leadership team.
- Assessments are done when volunteers begin their time of service, and then on an annual basis.
- Volunteer files are reviewed regularly to ensure that appropriate documentation is included.

2.6. Grievance

The Next Door Inc. has an “open door” policy. When a volunteer has a conflict or dispute related to her/his position, she/he should feel free to bring the matter to the Volunteer Coordinator. If an open discussion does not resolve the problem to the volunteer’s satisfaction, the volunteer may initiate formal grievance procedures.

Step 1- Present a signed and dated letter to the Volunteer Coordinator outlining the policy or procedure that is causing the grievance. Within 10 working days the Volunteer Coordinator will meet with the volunteer for a meeting.

Step 2- If the volunteer is not satisfied with the outcome of the meeting, within 10 working days, the Volunteer Coordinator will meet with the volunteer and staff liaison. The Volunteer Coordinator will provide a written report to the Chief Executive Officer (CEO), outlining the complaint and recommendations for resolution. The CEO will meet with all parties involved, if necessary, to gain a better understanding of the situation.

Step 3- The decision of the CEO is final and binding.

2.7. Disciplinary Action

Repeated complaints or concerns regarding a volunteer’s actions or behavior will be documented in the volunteer’s file and the Volunteer Coordinator will meet with the volunteer regarding the incident. If a volunteer does not uphold his/her duties or does not serve The Next Door Inc. as a positive representative, the volunteer may be terminated.

The following procedure shall apply for unsatisfactory voluntary work performance:

First Warning: If a concern/problem is reported the volunteer will be notified verbally or in writing and a note will be made in the volunteer’s personnel file.

Second Warning: If concerns / problems are reported for a second time, the volunteer will be interviewed by the Volunteer Coordinator and the staff supervisor, if applicable. A note of the

discussion will be made in the volunteer file. This final warning will review the nature of the concern and will put strategies in place to resolve the concerns in a set period of time.

Volunteer Separation: If above interventions do not resolve concerns / problems after the set period of time, the Volunteer Coordinator reserves the right to terminate the volunteer.

If any volunteer behaves in a manner that is dangerous, harmful, or contrary to The Next Door's ethical policies or otherwise inappropriate, dismissal may take place immediately.

3. Safety

The safety of each volunteer is very important to The Next Door Inc. Every reasonable effort will be made to prevent accidents and injuries by providing job training and adequate safety instructions. Please report any potentially unsafe conditions or hazard to the Office Administrator. Examples include: spills, slipping/tripping hazards, obstructed exits, etc.

3.1. Fire Safety and Evacuation

In the event of a fire or discovery of smoke, volunteers are to notify the nearest staff member immediately. No volunteer should risk personal safety. If fire alarms are activated, all volunteers should follow staff to the nearest exit and evacuate the building immediately. No attempt should be made to finish current tasks or to find personal belongings. All volunteers should wait with staff outside the building until everyone has been accounted for or an all-clear is announced.

3.2. Universal Precautions Guidelines

"Universal precautions," as defined by Center for Disease Control and Prevention ("CDC"), are a set of precautions designed to prevent transmission of human immunodeficiency virus (HIV), hepatitis B virus (HBV), and other blood-borne pathogens when providing first aid or health care. Under universal precautions, blood and certain body fluids of all patients are considered potentially infectious for HIV, HBV and other blood-borne pathogens.

For more detailed information, call the AIDS Hotline at 1-800-342-2437 or the National AIDS Information Clearinghouse at 1-800-458-5231. In addition, the Occupational Safety and Health Administration (OSHA) (202-219-7157) has published a standard on "blood-borne pathogens."

To ensure the spreading of diseases, volunteers are asked not to come in if they present with any of the following symptoms: Diarrhea, fever, vomiting, jaundice, sore throat with fever, lesions containing pus on the fingers, hand or any exposed body part (such as boils and infected wounds, regardless of size) **OR, whenever diagnosed by a health care provider as being ill with:** Norovirus, *Salmonella* Typhi (typhoid fever), Hepatitis A (hepatitis A virus infection), Shigellosis (*Shigella* spp. infection), *Escherichia coli* O157:H7, or other EHEC/STEC infection.

3.3. Drug Free Facility

To promote the safety and well being of clients, volunteers and employees, The Next Door is a drug free facility. The unlawful use, manufacture, dispensation, possession, distribution or sale of alcohol or illegal drugs is prohibited and considered a willful violation of The Next Door's policy which will result in termination as a volunteer

All volunteers have the responsibility to volunteer in a fit condition to perform their duties without unnecessary risk to themselves or other individuals. All volunteers may be subject to drug and alcohol screening in the following circumstances:

Reasonable Suspicion— any volunteer will be required to submit to drug testing when a supervisor believes they may have violated this policy.

Post Accident— any volunteer involved in an accident while volunteering will be required to submit to drug and alcohol testing.

Interns and volunteers may be subject to drug and alcohol screening depending on the anticipated interaction with THE NEXT DOOR clients or participants.

All records, tests and documents related to the Drug-free facility policy will be treated as confidential, to the extent required by law. The Next Door will report any person convicted of illicit drug use in our facility to funding sources and contract agencies as required.

3.4. Sexual Misconduct Policy

Sexual Misconduct is strictly prohibited and will be cause for termination of the volunteer agreement of any volunteer who is guilty of such misconduct. Sexual misconduct includes any form of sexually inappropriate behavior or conduct, whether criminal or not.

The Next Door strictly prohibits interaction with children and youth by anyone with a civil or criminal record of sexual offense against a child or anyone who has admitted prior sexual abuse, or anyone known to have a paraphilia diagnosis or tendency (e.g. pedophilia, exhibitionism, voyeurism, and compute sex crimes).

Anyone who knows or suspects sexual misconduct shall immediately report the incident or suspicion to a member of the upper management or administration immediately. If the misconduct involves sexual offense or abuse against a child, it should be reported also to the local law enforcement authorities in conformity with applicable laws.

4. Boundaries

Strong boundaries are indicative of healthy relationships. Boundaries are not intended to promote punitive action, nor do they exist to build impenetrable walls between our volunteers, staff, and/or clients. Such walls send incorrect and unsafe messages to our clients. Clients of The Next Door depend on us to model appropriate expectations and interactions to further support their desire to live hope-filled and effective lives.

Definition of a boundary: An invisible, though often effective barrier, within a relationship that governs the level of contact. Boundaries can appropriately shape and regulate relationships. Boundaries serve to define us, protect us and help us make sense of each relationship.

Types of Boundaries:

- Physical: notes personal space
- Mental: the freedom to have your own thoughts and opinions
- Emotional: provides an environment to deal with your own emotions, while separating one from the harmful, manipulative emotions of others.

When working with individuals who are in recovery it's necessary to remember that the client not only must not abuse a substance, but develop the qualities of hope, will, and love within a recovery program. Practicing appropriate boundaries model that a life of wholeness and hope is obtainable and is therefore in the best interest of the clients.

Commonly asked questions related to boundaries:

1. As a volunteer, is it OK for me to give a client of The Next Door money?

It is not appropriate to give clients money, because it is a primary goal for The Next Door is to instill responsibility in each woman. Giving money sends the message that she is not capable of handling her own affairs. To rescue a client from the natural consequences of her behavior is to render her powerless. Natural consequences can be defined as fees, groceries, bus fare, etc.

2. As a volunteer, can I invite the women to my house?

Inviting a client to your home sends a conflicting message. Clients need to know the role you, as a volunteer, play in their lives. You are to provide support within the context of your role (prayer partner, Bible study leader, etc.). Boundaries not only protect the client; they also protect the volunteer.

3. Why is it important for me, as a volunteer, to be in agreement with The Next Door's policy and procedures?

Consistency is essential. Working in competition with The Next Door creates an environment of uncertainty for the women you are serving. Clients feel safe, protected and loved when volunteers and staff work together. It is imperative to provide a consistent, structured relationship when working with individuals in recovery.

4.1. Realistic and Unrealistic Expectations

Unrealistic: The clients' personal success is dependent upon the mentoring process.

Realistic: Even though I will go to great lengths to be of assistance, the clients' personal success is dependent on his or her own choices and behavior.

Unrealistic: If the client's behavior does not change immediately, it's proof that nothing is happening.

Realistic: The client may not appear to benefit from the relationship, but that does not mean she is not receiving something good from it. As a mentor, I must consider that the process of mentoring is "planting seeds" which may take hold at a later time.

5. Volunteer Code of Conduct

The guidelines listed below are boundaries we encourage you to maintain at all times for your own protection, as well as your family and our clients. It is comforting to remember that God is assisting you in meeting the multiple needs of our clients. Boundaries can become cloudy and without your knowing it, you may easily cross a boundary, allowing a client to meet your needs. If this happens, please discuss this situation with the Volunteer Coordinator.

1. Volunteers shall not enter into emotional and/or social relationships with program participants during the course of their program participation. Guard against becoming emotionally involved, over involved, or over identifying with clients are the most prevalent reasons for dissolution of the volunteer agreement
2. Resist doctrinal debates or unsupportive comments regarding other religions.
3. Dress appropriately to model for our clients.
4. **Ask for guidance** if you are uncertain about what to do or say. Inform the client that you will seek others' advice and get an answer back to them.
5. Redirect a client's request for legal advice or assistance to program staff.
6. The Next Door clients **may not receive money** from volunteers. Volunteers are not permitted to give gifts to specific clients and gifts cannot be valued at more than \$20. Please **do not give excessive gifts**. Small gifts of note cards, journals, etc. are okay – we ask that you be conservative in your giving! **If you or your volunteer teams are bringing gifts, you must bring a gift for everyone in the house.**
7. **Clients may not obtain the volunteer address, email address, or phone numbers.**
8. Adhere to the client's schedule. It provides critical structure necessary for a successful reentry transition and recovery, and clients have responsibilities they must attend to. When leaving the premises with a client, go only to those locations approved by staff. If a client says she needs to go somewhere else refer her to her case manager.
9. **Clients may not receive cigarettes or any other drug (over the counter or prescription) from volunteers.**
10. Listen attentively and focus on the content and context in which clients are sharing information. Exercise caution when you feel the need to disclose concerns, stumbling blocks, etc. from your own past experiences. Remember that you are their mentor, not their buddy. You are here to motivate without minimizing and are to support them without condoning behaviors which may have led to their situation. Some disclosure is welcomed but be careful not to reveal too much information about your personal life.
11. Please remember to **keep all discussions about the program positive**. Clients may not always see the rules and guidelines as beneficial to their safety and well-being.

12. Encourage integrity and accountability by not keeping secrets for the women! Notify the client up front that you cannot keep secrets from staff and other professionals for their safety.
 - a. This is specifically true of the following areas: when a woman indicates that she is feeling or thinking of hurting herself, when a woman discloses that she knows of a child or senior who is endangered, or when a woman tells you that she is thinking of hurting someone else.
 - b. **These concerns must immediately be referred to staff** who will take the necessary precautions to maintain the security and safety of everyone involved.

6. Online Volunteer Information Center

TND uses Volgistics for its volunteer database. It is a great tool because it allows volunteers to log in and look at the schedules to see where there are openings and then schedule themselves. Once scheduled, volunteers will receive reminders for the times they are scheduled. TND keeps track of hours and this system allows TND to know which volunteers are in the building at all times.

1. ID number on back of ID name tag you will wear when volunteering at TND
2. Log in and out every time you come to volunteer
3. Volunteers have access to their information at any time:
 - a. VIC Login:
<http://thenextdoor.org/get-involved/volunteer/current-volunteer/>
 - b. Touch Screen Demo:
<https://www.volgistics.com/ex/touch.dll/?FROM=311732&PW=864741274>

We are so glad that you are choosing to volunteer at The Next Door! Volunteers are a very important link and help The Next Door to achieve a high level of success. Please know, that staff is always here to help you. If you have any questions or are not sure, please don't hesitate to ask for guidance.

THANK YOU!

www.thenextdoor.org
1-855-TND-HOPE