

# **Sandhills/Moore Coalition**

## **Client Services Volunteer Handbook**

[www.sandhillscoalition.org](http://www.sandhillscoalition.org)

**Client Services:**

1500 W. Indiana Ave  
910.693.1600

**Resale Operations:**

1117 W. Pennsylvania Ave  
910.246.9845



Welcome to Sandhills/Moore Coalition for Human Care! We appreciate you sharing your gifts of time and talents with us and are grateful that you have chosen to become part of our team of dedicated volunteers.

If we haven't already met, I would welcome the opportunity to meet you next time you are scheduled. I think our volunteers are our most valuable resource and we appreciate your giving your time to help those in our community who are struggling.

We hope this handbook will help you become more familiar with the Coalition, as well as your volunteer rights and responsibilities. The staff is ready to help you in any way we can. Please feel free to ask questions and seek assistance at any time. We want your experience with the Coalition to be as rewarding as possible while you help us provide emergency assistance to your Moore County neighbors.

Sincerely,

A handwritten signature in black ink, appearing to read "Barrett W. Walker". The signature is written in a cursive style and is positioned above the printed name and title.

Barrett W. Walker  
Executive Director

## **Mission Statement**

Alleviate hunger and financial strains  
of struggling households in Moore  
County.

## **Vision Statement**

Lead the effort to achieve self-  
sustaining households for all in  
Moore County.

## **History of Sandhills/Moore Coalition for Human Care, Inc.**

In the early 1980's, the Southern Pines Fellowship of Churches recognized the need to coordinate emergency aid in our community. Many people in need were requesting aid from various churches. Although many requests were valid, it was not a coordinated or efficient system. Exploratory meetings were held with the Director of a program in Charlotte and representatives from local churches participated.

The first formal meeting of the Coalition was held on September 15, 1985 at First Baptist Church of Southern Pines with the Rev. Michael Garber presiding. Attorneys Paul Steel and Dan Pate explained the legal requirements for formation of the Coalition Board and eligibility for tax exemption status. Those requirements include a statement of purpose for the organization and names and addresses of individuals serving on the board. It was agreed that the Board should be made up of one Clergy and one layperson from each participating church.

The Articles of Incorporation were filed with the State of North Carolina on October 4, 1985. In order to open the Coalition quickly, Emmanuel Episcopal Church offered space, currently used for the Bethlehem II project, as temporary headquarters with a "mandatory opening" by January 1, 1986.

An organizational meeting was held on December 5, 1985 and the first officers of the Coalition were elected as follows: President, The Reverend Hal Hyde; Vice President, Reverend Fred Walden; Secretary, Sherry Ogorek; and Treasurer, The Reverend Samuel Walker. The following task forces were formed to begin structuring the organization:

1. Recruiting and training volunteers
2. Policy setting – Chaired by Rev. Garber
3. Facility – to investigate with the Mayor of So. Pines, the possibility of using the site at 1117 W. Penn. Ave. (formerly the SCAP office)

Between the December meeting and May 1, 1986 (when the Coalition opened) the Town of Southern Pines agreed to rent the Pennsylvania Avenue site to the Coalition for \$1.00 per year plus upkeep and renovation. Cleaning and restoration was done by volunteers from churches involved. The working budget was \$24,577 and hours for servicing clients were set for Mon, Wed. and Thurs. from 9-12 noon and also Thursday from 5- 7 pm. The Board was expanded to one clergy and two lay representatives from each church.

## GENERAL INFORMATION

### Hours

Gilmore Client Services is open for clients Monday through Friday 8:30 am-11:00 am on a first come/first serve basis. Staff works Monday through Friday 8:00 am-4:00 pm at this location.

The Coalition Resale Shops are open for donations Monday through Friday 10:00 am-4:00 pm & Saturday 9:00 am-12:00 pm for donations and Tuesday through Friday 10:00 am-4:00 pm & Saturday 9:00 am -12:00 pm for shopping.

### Who we serve

Sandhills/Moore Coalition for Human Care serves residents of Moore County, NC. Many individuals lack the income and living skills to avoid financial crisis. Whether requesting assistance with food, clothing, utility or medical bills, our clients are typically working diligently to make it on their own; simply seeking a little help and compassion.

### Staff

#### **Client Services Building:**

Barrett Walker, Executive Director  
Ashley Keith, Operations Manager

910.693.1600

barrett@sandhillscoalition.org  
ashley@sandhillscoalition.org

#### **Resale Operations:**

Eli Schilling, Resale Manager  
Resale Associates:

910.246.9845

coalitionresale@sandhillscoalition.org

Gary Melchin  
Eve Anne Eskie  
Vernon Washington

## **PROGRAM DESCRIPTIONS**

### **Client Services**

#### **Food Pantry**

The unemployed and underemployed find grocery assistance to be one of the best ways to make ends meet. Food is donated from a variety of sources such as churches, local grocery stores, restaurants, and individuals or purchased from the local food bank or area grocery distributor. Sandhills Coalition provides a comprehensive, balanced food package designed to feed a family for five to seven days.

#### **Clothing Center**

Many individuals cannot afford to buy clothes. The Clothing Center offers a wide array of clothing from infants to plus sizes. Clothing selections are maintained with the season and replenished as needed or received. Adult and children's diapers, blankets, linens and pillows are also available.

#### **Financial Assistance**

Sandhills Coalition provides financial assistance for utilities, rent, fuel oil, and limited medical needs to Moore County residents in crisis.

#### **Transportation**

Sandhills Coalition offers transportation Monday through Friday mornings from the Client Services building to Carthage. Transportation to the Sanford Social Security office is also available once a month. Reservations are required for all transportation services.

### **Resale Shops**

The Coalition is blessed with donations in excess of what our clients need. The clothing given to clients is of a very practical nature, suitable for work and day to day living. Non-emergency items of all kinds are sold to the public with proceeds benefiting client services. All donations of clothing or household items are received at the Coalition location on Pennsylvania Avenue. A team of volunteers work at the Resale shops daily, sorting donations and determining what is to be given away and what will be sold. There are also volunteers who price the merchandise and staff the shops during sale hours.

# **VOLUNTEER POLICIES AND PROCEDURES**

## Volunteer Screening, Interviewing and Placement

Individuals interested in volunteering with Sandhills/Moore Coalition for Human Care, will be contacted by a staff member to:

- Conduct an interview with the potential volunteer.
- Schedule a tour of facilities.
- Review and complete the appropriate paperwork
- Schedule an Orientation Training session

No one will be allowed to volunteer without participating in the agency's screening, interview, placement and orientation procedures. The only exception may be a short-term or special project volunteer.

## Volunteer Personnel Records

A personnel file will be maintained for each volunteer. In order to keep the record up to date and ensure the volunteer receives important mailings, **please notify the Coalition of any changes such as name, address, telephone number, email address or other personal data.**

## Volunteer Job Description

On-the-job training, assignment of mentors and daily supervision will be handled by the appropriate staff member. The intent of training is to prepare volunteers to perform assigned tasks and ensure familiarity with Coalition policies and procedures. Training should produce confident, satisfied and well prepared volunteers. Training may include short-term sessions, specific on-the-job training, formal sessions, coaching and counseling.

## Youth

The Coalition encourages volunteers of all ages. Children 16 years old or under may volunteer for special events or projects and must be accompanied by a parent or an adult 18 years or older. **Due to safety and confidentiality concerns, children may not volunteer during Client Service hours or at the Donation Center.** If a student is volunteering for a school service project they need to bring their time sheet provided by the school's guidance office on the day they volunteer. The student will need to get a staff person to initial the volunteer hours at the time of each assignment.

If a youth group is volunteering, it is helpful if youth leaders prepare their group for their volunteer experience. Youth leaders are expected to meet with the Coalition staff before any scheduled assignments. Because each group differs in maturity, size, etc., we recommend one adult to every four youth. Adequate supervision must be provided for all youth groups. Any inappropriate behavior should be handled by the youth leader. **For group projects, please limit the group to no more than fifteen.**

### Confidentiality

**Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed to while serving as a volunteer.** Doors to screening rooms should be closed to protect client's right to privacy. A volunteer may not discuss anything with a client without the client signing the proper release of information. All volunteers will be asked to sign a confidentiality statement.

### Conflict

Volunteers and staff are considered to be partners in implementing the mission and programs of the agency, with each having critical, but complementary role to play. It is essential that each partner understands and respects the needs and abilities of the other.

It is natural that occasional issues or concerns may arise while working with the general public. In order to maintain consistent implementation of Coalition policies and maintain confidentiality, **any client disputes should be addressed by a staff member.**

If a volunteer feels that their rights are being compromised, they are encouraged to first bring it to the attention of the Executive Director. If a volunteer is not serving the clients and agency in accordance with the guidelines, the Executive Director has the authority to ask for the volunteer's resignation.

### Attendance/Absenteeism/Tardiness

Volunteers are expected to perform their duties on a regularly scheduled and timely basis. If it becomes necessary to be absent on a scheduled day, volunteers are expected to find their own replacement from a list of substitutes or by exchanging days with another volunteer. If this proves impossible, a staff member should be notified as far in advance as possible.



Volunteers who have extra time to share are asked to check with the Operations Manager or Resale Manager to be placed in the most critical volunteer spot. Often the presence of an “extra” volunteer impedes the work of the regularly scheduled team. Additionally, for safety and insurance purposes, we must know who is on the premises at all times.

### Ethics

In order to maintain the highest principles, volunteers are required to observe strict standards of integrity and avoid any activity that might create a problem situation.

Examples may include, but not limited to:

- Providing personal financial or other assistance to clients directly.
- Transporting a client in a personal vehicle.
- Requesting special favors from staff or other volunteers on behalf of a relative, friend, client or other organization.
- Failure to inform the staff of false statements made by a client.
- Falsifying case information or altering records.

### Donations

Sandhills Coalition relies on the donations of goods from the community to provide its programs’ services. **Donations received become the property of Sandhills Coalition and those goods are to be distributed to clients according to proper program procedures.** All donors will be given a receipt for their gift and the goods will be properly stored. Donations are accepted at the Coalition Donations Center located at 1117 Pennsylvania Avenue, Monday through Friday from 10:00 am until 4:00 pm and Saturday 9:00 am until 12:00 pm.

### Equipment and Facilities

Volunteers will have access to the property and materials necessary to fulfill their duties and will receive training in the operation of any equipment. Property including the computer, telephone, fax machine, copier and other program related materials must be utilized only for Coalition purposes.

### Personal Property

Volunteers are encouraged to not bring cash or valuables while volunteering. Sandhills/Coalition will provide a place where volunteers can store their personal property but does not assume responsibility for the loss or theft of personal belongings or theft/damage to a volunteer’s automobile. If a theft does occur, report it to a staff member immediately so a police report can be filed.

### Non-Discrimination

Sandhills Coalition will not discriminate against any persons in programs, services, staffing or volunteer opportunities on the basis of age, race, creed, color, national origin, sex, marital status, sexual preference, religion or disability. Current and former recipients of any type of assistance from the Coalition are not eligible to volunteer.

### Non-Harassment Environment

Sandhills Coalition encourages an efficient, productive and creative work environment. Verbal or physical conduct by a volunteer or others which harasses disrupts or interferes with work performance or creates an intimidating, offensive or hostile environment will not be tolerated. This includes harassment based on age, race, creed, color, national origin, sex, marital status, sexual preference, religion or disability. If you feel that actions or words of a client, fellow volunteer or staff member constitutes harassment, you have a responsibility to immediately report the matter to the Executive Director. All complaints will be investigated.

### Resignation Procedures

Any volunteer who wishes to resign should make a written and/or verbal statement to the staff.

### Alcohol/Drugs and Controlled Substances

In an effort to provide a safe environment, Sandhills/Coalition will not tolerate or permit the use, possession, transfer or trafficking of intoxicants, illegal drugs or controlled substances in any manner during working hours while on Coalition property. If staff has reason to believe a volunteer has violated any aspect of this policy, they may be immediately suspended from their volunteer assignment pending investigation.

### Smoking

To protect the health, comfort and environment of everyone, smoking is not permitted in or near Coalition buildings. If at any time a volunteer is not comfortable addressing the Coalition smoking policy with a client, they should contact a staff member immediately.

### Accidents

If a volunteer is involved in an accident on Coalition property, the volunteer must report the accident to the Executive Director immediately. If a volunteer witnesses an accident that involves a client, the volunteer should detain the client and notify a staff member so the accident report can be completed.

### Use of Personal Electronic Devices

Volunteers should use discretion when using cell phones. If necessary, calls should be made away from the sales floor or client areas.

### Inclement Weather

The safety of the volunteers and staff is always our utmost concern. Regardless of whether the Coalition facilities are open or closed, it is each volunteer's decision as to whether they are able to safely travel. The Coalition will make every effort to maintain normal work hours even during inclement weather. The Gilmore Client Service Center and the Resale Campus may operate on different schedules depending on accessibility of the buildings and availability of volunteers. By 7:30 a.m. during inclement weather, a decision by the Executive Director will be made as to the day's operating hours for each location. That information will be accessible on the phone automated service and Facebook page. If weather conditions worsen as the day progresses, the Coalition may close early. If weather conditions improve, one or both facilities may open on a delayed schedule. If a volunteer feels it is unsafe to travel due to the weather conditions, we request a phone call advising your status for the day.

### Volunteer Recognition

Recognition is an integral part of the management process so volunteers feel continually valued and rewarded for their contributions. This may be conveyed through a number of ways including formal and informal recognition. Volunteer Service Awards are presented at the Annual Meeting each year.