

VOLUNTEER GUIDE BOOK



Casa Hope, Inc.

Volunteers are an important part of Casa Hope, Inc. Your skills, talents, and knowledge are an asset to our staff and students. To ensure that you and Casa Hope both benefit from the time and services you have to offer, we ask that you familiarize yourself with this Volunteer Guide to have a complete understanding of our program and requirements.

Our Mission:

Casa Hope, Inc. of Florida endeavors to bring wholeness, healing, and to equip both current and subsequent generations to live their lives in abundance according to the principles set forth in the Holy Bible. Our ministry participants will be equipped in the knowledge of our Lord Jesus Christ, as well as life skills, to integrate fully back into their community and local church.

Furthermore, God allows Casa Hope, Inc. to exist to:

- Serve the incarcerated because their previous criminal lifestyle led them to be confined to a prison facility.
- Encourage, teach mentor, and empower transitional inmates and addicts who are striving to recover from life controlling problems.
- Provide a comprehensive and holistic approach to recovery for each person including: the mental; emotional; and most importantly; the spiritual aspects of their lives, so as to help them become productive and healthy members of society.
Assist the incarcerated to reclaim their lives by restoring them back to their families and communities by providing them personal, social, and leadership development so as to achieve a sharing environment in their personal lives and for further spiritual development. We strive for this in every segment.
- Design a program approach geared toward the mental and spiritual needs of men and women facing emotional turmoil and pain.

Finally, the dynamics of our mission are to:

- Provide quality ministry and resources that encourage, and equip people to reclaim their lives.
- Increase return on each dollar invested towards moving people from dependence to self-sufficiency.
- Increase the number of ex-offenders who positively contribute to their community beyond addiction.

Our Vision:

Casa Hope, Inc. endeavors to set the standard of a true Godly perspective of reality. The world calls for multiple considerations and to compromise in order to seek reconciliation and to change behavior and habits. There is only one standard of reconciliation and healing, and that is through Jesus Christ. Therefore, by the renewing of the mind, with the help of Christian counseling, and Bible study,

coupled with retraining in life and job skills; one can walk in true righteousness, holiness, and health; as one has both knowledge of intellect, as well as the heart.

By promoting a refreshed outlook in life according to God, one will be able to get to the core of those wounds and hurts that drives rebellious, destructive behaviors. This helps retrain the residents to think in Godly and right ways. Promoting a refreshed outlook in life accordance with God is what sets the Casa Hope, Inc. organization apart from others. A refreshed outlook in life according to God is the goal for the residents at Casa Hope, Inc.'s program. The "new self" that emerges in the residents incorporates the original plan of God for man as set forth in Genesis 1:27.

God also has a plan to restore man. After Jesus' atoning work, "He gave the apostles, the prophets, the evangelists, the shepherds and teachers, to equip the saints for the work of ministry, for the building up the Body of Christ" (Eph. 4:11-12). "So that we may no longer be children tossed to and from by waves and carried about by every wind of doctrine, by human cunning, by craftiness in deceitful schemes. Rather, speaking truth in love, we are to grow up in every way into Him who is the head, into Christ" (Eph. 4:12-15).

For the initial beginning, Casa Hope, Inc. is located in Wildwood, Florida. We desire to see this vision established and fulfilled throughout the United States. Casa Hope, Inc. is modeled after the world renowned 55 years old organization, Teen Challenge, founded by the late Rev. David Wilkerson.

Chain of Command:

As with any organization or business, there is a chain of command at Casa Hope. The ministry functions best when it is understood who is in authority and what positions they hold.

- A. Casa Hope is governed by a Board of Directors.
- B. The Executive Director, Bishop Samuel Cotto, is in charge of the entire daily operations at Casa Hope.
- C. Under Bishop Cotto's authorization is the Assistant Executive Director. He or she is responsible for the daily supervision of the facilities and all business matters. All staff and volunteers are to communicate directly with him/her.
- D. The students, the program, and the educational and counseling components, are the ultimate responsibility of Bishop Cotto, but are overseen by the Assistant Executive Director.
- E. A volunteer at Casa Hope will be responsible and accountable primarily to these individuals, depending on the nature of your volunteer work (i.e. administrative, program, etc.).
- F. All matters dealing with Casa Hope personnel, staff, or students, must be carried out by communicating with, and having written permission; from Casa Hope leadership as mentioned above. (i.e. The Directors).

There are many years of experience within the Casa Hope organization using the program model developed by Teen Challenge, which has been successfully utilized for the past 55 years. We are providing assistance to our students through this program, and we ask that you respect our policies and decisions.

Never assume anything! When in doubt, check it out! If something does not feel right to you, please contact the Assistant Executive Director.

Volunteer Expectations:

- A. Volunteers must sign in and out of the Office whenever they enter/exit the Casa Hope campus.
- B. Volunteers must set a good example for our students. We do not permit such things as: cursing or swearing, smoking, drinking alcoholic beverages or drug use by any of our volunteers. Volunteers should be aware that they may be asked to present for random Drug Testing.
- C. Volunteers must arrive at their schedule time. Your assistance is very important to Casa Hope and we rely on the tasks accepted by you, our volunteer. If there is a problem, please inform the Assistant Director so arrangements can be made to cover that assignment.
- D. Volunteers must be concerned with helping the entire organization with your services and be willing to accept alternate assignments if necessary.
- E. Volunteers must respect all Directors, staff, and students. We must show respect to get respect. We strive to promote a culture of honor.
- F. Volunteers must only do what they have been authorized to do unless cleared and approved, by their respective Director.
- G. Volunteers must document in writing; any unusual or troubling direct communication with a student involving any personal or program related information; including what was discussed or communicated.
- H. Volunteers should not get involved in any internal affairs such as: discussing a staff-student situation, or giving a staff or student the impression that you disagree with another staff's or director's decision(s). It is important to follow the Chain of Command and be loyal to the entire Casa Hope ministry and leadership. Gossip is not tolerated, and can be grounds for dismissal.
- I. Volunteers should not become personally involved with any one single student or staff (no favoritism); otherwise it may create jealousy or division.

- J. Volunteers should not get involved with student' personal lives or internal affairs. It is fine to encourage a brother, but avoid making any recommendation or judgments. Instead refer them to see their immediate supervisor or the director in charge.
- K. Volunteers should not exchange personal information (phone number, email, etc.) or do any personal favors for students such as mail letters, make phone calls to family, give them money, etc. This is to protect volunteers from being taken advantage of, as well as preventing students from violating Casa Hope rules.
- L. Volunteers should never leave a student unsupervised.
- M. Volunteers should not take it upon themselves to make decisions concerning any of the students, giving orders, or making changes without communicate first with Bishop Cotto, Rev. Pedro Sosa, or Pastor Becky Joie Oakes.
- N. Volunteers should not make any promises to student regarding jobs, etcetera, after the program. This may cause the student to lose focus on why he is here. Also, it may conflict with the counsel and recommendation of the leadership of Casa Hope. After completion of the program and we feel that a job is best for the student at this time and place, we will be happy to request assistance regarding this matter. Please realize that there are many factors to be taken into consideration regarding this matter.
- O. Volunteers should not get personally involved if a student decides to leave the program. Our policy is that when a student enters the program, he should have return fare to his home or where he came from. This prevents students from feeling they can just leave the program and they will have someone to assist them. In other words, if you help them after they leave, it makes it easy for them to leave. Therefore, if it is their decision to leave, they should be prepared for the circumstances that they shall face. Sometimes tough love is the best love.
- P. Volunteers should never interfere with another volunteer's work:
- If a vendor is volunteering time, you are not permitted to request assistance for another assignment of reassign him to another task unless approved by a Director.
 - Volunteers are not permitted to give instructions or directives to another volunteer unless they have been give the authority to do so by Bishop Samuel Cotto or the Assistant Executive Director.
 - Volunteers do not have the authority to assign or complete a job that is not designated to the volunteer. This includes supervising or giving instructions unless authorized by Bishop Cotto or the Assistant Executive Director.

- Volunteers are not permitted to enter unauthorized areas of a building unless you are granted access by the staff in charge of the areas. (Example: kitchen).
- Q. Volunteers should not remove files or personal information from Casa Hope without permission of the Administrator or Executive Director.
- R. Volunteers with a legitimate concern with any staff member should fill out a written incident report and submit it to the Administrator for Executive Director review. The volunteer will be given an opportunity to discuss the matter and work towards a resolution.

Remember, whatever your volunteer job requires, wherever your volunteer job takes you, it all comes together for the success of our students. Any job that needs to be done is important. It takes all of us together to make an outstanding team at Casa Hope.

Confidentiality

All Casa Hope staff and volunteers are committed to a code of ethics and are responsible for ensuring that confidentiality is not compromised verbally, electronically, or in written form. We have confidentiality guidelines all volunteers need to understand and abide by while volunteering with Casa Hope, Inc.

- Information about students must **NEVER** be discussed outside of Casa Hope, Inc.
- Only the Executive Director or his designee is authorized to release information about Casa Hope, Inc. to the media. Information is generally limited to specific events.
- Information about Casa Hope, students, staff, and other volunteers that may be gained through your volunteer work, must be maintained in strictest confidence.
- No photographs may be taken without the permission of the Administrator or Executive Director.

EVERYONE is responsible for maintaining the privacy and security of a student information. Do not leave computers unattended without logging off. Never put anything in the trash that could be used to identify an individual – all of these items must be shredded. Please keep all paper documents face down and within your sight.

Safety Procedures / Policies

Accident/Injuries – Every effort is made to assure your safety while you are volunteering. Accidents can happen however! If you should injure yourself while on duty, please immediately notify the supervisor in the work area in which the injury occurred and complete an Incident Report which can be accessed through the Administrator.

Help prevent accidents by:

- Report any broken or defective items to your supervisor.
- Report any unsafe conditions to your supervisor.
- Never engage in horseplay or practical jokes.

Proper Attire

Volunteers should maintain a neat appearance and dress appropriately for the work site and activities. Modest shorts and t-shirts are allowed for work projects. Clothing advertising: alcohol, drugs, inappropriate activities, or places is not allowed. Volunteers deemed by Administrative Staff to be dressed inappropriately will be asked to leave.

Reimbursement of Expenses

Expenses incurred by a volunteer on behalf of Casa Hope are not reimbursable unless prior authorization was given by the Executive Director or Assistant Executive Director.

Personal Calls and Visits

Personal calls during volunteer time should be limited to emergency situations. Personal visits or use of any function on personal cell phones during volunteer hours is unacceptable.

Dismissal of a Volunteer

Violation of Casa Hope policies may be grounds for dismissal. Administrative staff will communicate with volunteers as the need arises to lovingly correct but have the authority to dismiss someone who repeatedly offends the manual policies.

Chapel

If you are on campus on Tuesdays, we invite you to join us for our Chapel service from 9 to 10:30 as we always serve holy Communion. Otherwise, you may join us for any other chapel services we may schedule. Please be considerate of classes that are held after chapel and leave well before they begin so staff can prepare. Thank you.

We welcome you into our family at Casa Hope, Inc.

Bishop Sam Cotto, Executive Director

Pastor Becky Oakes, Assistant Executive Director

These guidelines are subject to change, and can be modified without prior notification.

Casa Hope, Inc. VOLUNTEER GUIDE BOOK

I have read and understand the volunteer policies described in casa Hope, Inc., VOLUNTEER GUIDE BOOK. I am aware that volunteers are subject to random drug testing and agree to testing, if so directed. I am aware that a copy of the guidebook is located in the Casa Hope office and I acknowledge receipt of

a copy of this Volunteer Gide Book. I also understand that failure to adhere to these policies could lead to termination.

Volunteer's Signature

Date

Print Name

References: (Name) (address) (phone) (email)

1. _____

2. _____

3. _____

For Office Use:

Application Received _____

Volunteer Interviewed Date _____

Approved _____

Note Approved _____

By _____