

Visions for Creative Housing Solutions

Volunteer Manual



Table of Contents

Mission Statement	5
History	5
Volunteering at Visions – An Overview	6
Volunteer Opportunities for Corporate and Service Groups	7
Volunteer Opportunities for Individuals.....	7
Volunteer Policies.....	8
Code of Conduct and Respect for the Home Environment	8
Non-Discrimination	8
Privacy and Confidentiality	9
Photographs and Videos of Residents	9
HIPPA	9
Sexual or Other Harassment.....	10
Non-Solicitation.....	10
Dress Code	11
Health and Safety	11
Alcohol and Drug Free Workplace.....	11
Smoking	12
Emergency Procedures	12
Background Checks	12
Final Note:.....	12

Mission Statement

The mission of Visions for Creative Housing Solutions, Inc. is to provide residential options, services, and supports designed to meet the needs of adults with developmental disabilities and similar disabling conditions. We are dedicated to fostering growth and independence through vocational, social, and recreational opportunities.

History

Visions for Creative Housing Solutions founding location is at Sunrise Farm in Enfield, New Hampshire, located on 80 pastoral acres in a safe, rural setting with built-in pool, hiking trails, and flower and vegetable gardens. Once the family home of founding director Sylvia Dow, Sunrise Farm was originally owned and operated, beginning in 1955, as Kluge's Inn on Sunset Hill by Sylvia Dow's family.

Visions at Sunrise Farm currently has eleven residents, each living in their own home on site. The Sunrise Farm property includes three bedrooms in the "Main House", an attached apartment with two bedrooms, kitchen and living room, a separate house (the "Brown House") with three bedrooms and a shared living room and kitchen, and another on-site building with four efficiency apartments. All residents have access to common social areas, pool, and the main farmhouse kitchen where family-style meals are offered as an option for all every evening.

In response to its ever-growing waiting list, Visions began exploring the potential to develop an additional site in 2017, gathering community input on the need and support for that process. As a result, the VISIONS 2020 Green Street Capital Campaign was launched, and in the summer of 2021 Green Street Commons in Lebanon, New Hampshire, opened as a second Visions site. Green Street Commons is now home to another eleven adults with developmental disabilities.

In addition to providing a comfortable, safe and affordable home, Visions provides 24/7 oversight with a wide range of supports designed to meet the specific needs of each individual so they can create independent lives for themselves and be productive members of society. Visions provides support with employment, transportation, health and medical oversight, life skills development, relationship building, and social and recreational opportunities. These wrap around services foster growth and independence by nurturing each individual's sense of well-being and self-worth. The Visions model gives them their best chance at living a fulfilling, successful life with the dignity they deserve.

Plans are in the works for the development of a third site in Hanover, on property donated to Visions by the former nonprofit, Outreach House. Construction is set to begin in 2022 with a projected opening date in late 2023. Sign up for our quarterly newsletter by visiting our website at: www.visionsnh.org to stay in touch as those plans take shape.

Volunteering at Visions – An Overview

Visions for Creative Housing Solutions welcomes individual volunteers and groups interested in furthering our organization’s mission to support adults with developmental disabilities in a home environment that promotes growth and independence and is conducive to long term friendships and a sense of well-being and self-worth.

Volunteers are welcome to make an ongoing commitment to a regular schedule or to help with one-time group or individual projects.

Everyone at Visions, residents, volunteers, and staff alike, play a role in maintaining a positive environment that honors the value of everyone served by the organization, as illustrated by the Visions Pledge:

Visions Pledge

I am amazing
I can do anything
Positivity is a choice
I celebrate my individuality
I am prepared to succeed
With love and understanding
We learn and grow together

We are team Visions!



Volunteer Opportunities for Corporate and Service Groups

We welcome corporate and community groups interested in one-day community service projects. Group activities include helping to maintain our flower and vegetable gardens, seasonal outdoor maintenance activities, clearing trails, preparing healthy evening meals for residents, and working on special occasions or holiday projects. Service opportunities can often be tailored to the interests and abilities of your group.

Volunteer Opportunities for Individuals

Opportunities for individual volunteers can involve a regular weekly or monthly schedule or consist of occasional special projects.

Current opportunities include helping with gardening projects and ongoing housekeeping tasks, mentoring residents interested in developing their skills on special projects such as sewing or crafts and working side-by-side with staff and residents to prepare healthy meals.

Other individual volunteer opportunities include supporting Visions fund raising efforts, helping with administrative tasks such as mailings, and preparing for special events such as Open House events and holiday gatherings.

All individual volunteers scheduled on a regular basis and who interact directly with residents must complete background checks as detailed in this manual and adhere to all Visions volunteer policies related to nondiscrimination, confidentiality, and health and safety.

IMPORTANT NOTICE: In response to the **COVID-19 Pandemic** our procedures for individual volunteers during COVID continue to evolve based on current CDC and State guidelines. All Visions procedures are designed to ensure the safety of our residents.

Volunteer Policies

Code of Conduct and Respect for the Home Environment

- ✓ Everyone at Visions, including residents, volunteers, and staff, has a part in maintaining a positive environment that honors the value of each individual served by the organization.
- ✓ Missionary work or proselytizing of any kind is not permitted.
- ✓ Volunteers may have access to information related to Visions donors and fund-raising efforts, and may learn about individual resident health conditions or diagnosis. All such information is confidential and/or protected under HIPAA guidelines. All volunteers are expected to maintain the confidentiality of all such information.
- ✓ There is a strict no smoking policy in place on all Visions property and the use of alcohol (except when served during special events) or any illegal substances on the property while volunteering for Visions is strictly forbidden.
- ✓ Please be aware that Visions is a home environment. Volunteers are expected to respect the private property of residents and maintain the same sense of decorum and polite behavior as expected of any invited guest visiting a private home.
- ✓ Volunteers may not ask for or accept gifts from residents and may not accept or give anything to individual residents that would affect or appear to affect their ability to complete their assigned tasks. If you have questions, please ask.
- ✓ Volunteers are discouraged from receiving gifts worth more than \$25 from individuals for whom we provide services and/or firms with which the agency does business.

Non-Discrimination

Visions for Creative Housing Solutions is dedicated to maintaining an environment that is free from discrimination based on race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, pregnancy, veteran status, military obligations, and marital status. This policy applies equally to the residents we serve, staff, and volunteers.

Privacy and Confidentiality

The services provided by Visions include information of extreme sensitivity. Volunteers may encounter information that includes staff or resident financial, medical or personal history. This information must be held in the strictest of confidence. The Visions Executive Director or Volunteer Coordinator will be happy to clarify any questions regarding confidentiality.

In addition to state and federal regulatory privacy requirements, all employees and volunteers are also obligated to maintain strict confidentiality with regard to personal information about residents and Visions-specific relationships.

In addition, volunteers may learn about Visions donors and fund-raising efforts. All such information should be considered confidential.

Volunteers will not disclose any confidential information that they have obtained during their volunteer service at Visions to anyone, for any reason.

We ask that volunteers refrain from posting any pictures of residents on Facebook or other social media. If you have any questions or concerns about this policy, please let us know.

Photographs and Videos of Residents

Photographs and videos of residents are permitted only to the extent they are understood to be the exclusive property of Visions. Please do not ask a resident if you can take their picture for your own purposes, as many have guardians and thus lack the legal authority to consent to your request. Volunteers who take pictures or videos of residents should forward them to the volunteer coordinator. Once media have been forwarded, please delete them from your personal devices. All other possible uses of any photographs or videos require the approval of the Volunteer Coordinator or the Executive Director. This is required to honor our residents' rights and Visions' legal obligations.

HIPPA

It is the policy and part of the mission of Visions for Creative Housing Solutions to promote individual rights and to maintain confidentiality regarding those we serve.

Statement of Individual Rights and Confidentiality of Records: Protecting individual rights is a legal and moral imperative. The Board of Directors of Visions is committed to preserving individual rights. Administration, employees, volunteers, sub-contractors, and consultants will be held accountable for protection of these rights. Violation of individual rights or the failure to

report suspected violation of individual rights by a Visions employee, volunteer, contractor, or consultant may result in termination of that individual's relationship with Visions.

Confidentiality is an important right that must be protected for each person supported by Visions at all times.

An individual's name, diagnosis, treatment, or even the fact that services are being provided by Visions is considered to be protected health information under the Health Insurance Portability and Accountability Act (HIPPA) and other regulations governing individual rights and individual records. At no time may protected health information be disclosed or discussed except in direct relationship with specific training for an individual. In addition to the termination of a volunteer's relationship with Visions, violation of this requirement may also result in fines or criminal penalties.

Sexual or Other Harassment

Visions for Creative Housing Solutions does not tolerate sexual harassment of any kind. Any volunteer or staff member found to be engaging in inappropriate sexual behavior will be asked to leave the premises and, at the discretion of the Executive Director, such behavior may be grounds for immediate dismissal and, depending on the severity of the incident, criminal charges may be filed.

Inappropriate sexual behavior can include:

- Conversations/comments/jokes of a sexual nature
- Questions/requests concerning a resident or employee's private sexual life
- Repeated social invitation
- Ridiculing a gender
- Undesired physical contact
- Display of sexually suggestive images or objects

Non-Solicitation

Volunteers and employees are prohibited from soliciting (personally or via electronic mail) for membership, pledges, subscriptions, the collection of money or for any other unauthorized purpose anywhere on Visions property during work time. Non-working employees or volunteers may not solicit or distribute to working employees during working hours. Persons who are not employed by Visions may not solicit or distribute literature on Visions premises at any time for any reason.

Volunteers and employees are prohibited from distributing, circulating or posting (on bulletin boards, refrigerators, walls, etc.) literature, petitions or other materials at any time for any purpose without the prior approval of the Executive Director or his/her designee.

Dress Code

Volunteers and employees serve as role models at all times and therefore must dress appropriately. Additionally, proper attire ensures the safety of the employee or volunteer and those in contact with that person.

Volunteers are asked to avoid sexually explicit or revealing attire and to arrive on site clean, well-groomed, and in clothing suitable for each volunteer assignment.

If you have any questions, please ask.

Health and Safety

Visions strives to ensure a healthy environment for all volunteers, staff, residents, and visitors alike. Everyone on site at Visions is encouraged to maintain healthful habits such as frequent hand-washing.

The Visions staff nurse provides guidance and support for the care of residents.

If you experience any injury while on site at any Visions property, please notify staff immediately.

Alcohol and Drug Free Workplace

Visions prohibits the possession, sale, consumption, or being under the influence of alcoholic beverages or illegal drugs by employees and volunteers while on Visions premises, during working hours outside the Visions premises, or while on agency business, or in an agency vehicle. Any volunteer or employee found possessing, selling, consuming, or being under the influence of alcoholic beverages while on duty will be subject to discipline, up to and including termination of the volunteer relationship with Visions.

Any volunteer or employee who is using prescription or over-the-counter drugs that may impair their ability to safely perform their job, or affect the safety or well-being of others, must notify a supervisor of such use immediately before starting or resuming work while under the influence of such prescription or over-the-counter drugs.

Smoking

Visions complies with all applicable federal, state and local regulations regarding smoking in the workplace and seeks to provide a work environment that promotes the productivity and well-being of its volunteers and employees as well as its residents. Smoking is not permitted: in the presence of residents at any time; in any Visions facility on Visions property; in any Visions vehicle; in any personally-owned vehicle on Visions business transporting a resident at any time, regardless of whether permission is granted to the individual to smoke in that vehicle.

Emergency Procedures

- In the event of any real or perceived emergency while on site at Visions, please follow staff guidance.
- If you witness what could be considered an emergency involving any Visions resident, alert staff immediately.
- If you are injured while on site at Visions in your role as a volunteer, please notify the Executive Director or House Manager immediately.

Background Checks

In our efforts to ensure the safety of the people we serve and in compliance with state regulations for providers of service to vulnerable adults, Visions will conduct required background checks (State Criminal Record Checks, NH BEAS, NH DCYF) for all volunteers who work directly with residents. There is no cost to volunteer for these background checks.

Background check requirements do not apply to groups of volunteers whose assignments do not involve any direct contact with residents.

Final Note:

All of us at Visions sincerely appreciate your support of our mission and every one of the residents we serve. If any questions come up, please ask!