



## **WISE Volunteer Logistics**

Upon beginning a volunteer role with WISE volunteers will sign an Expectations document outlining the expectations for conduct for each unique volunteer role. In addition to meeting expectations outlined in those documents, all volunteers are expected to be aware of and to adhere to the following policies and procedures;

### **Application & Training Process**

WISE Ambassadors must complete the *Foundations of Gender-Based Violence* training. Volunteer Advocates must complete both the *Foundations of Gender-Based Violence* and the *Supporting Survivors* trainings. Volunteer advocates are required to participate in 6 hours of continuing education annually.

Prior to training, all volunteers submit a Volunteer Application. Applicants meet individually with Volunteer Coordinator to discuss their interest and to learn more about the training program and volunteer opportunities. If training appears to be a good fit, folks are then invited to attend *Foundations of Gender-Based Violence*. Upon completion of the *Foundations* training the volunteer is now able to fulfill the role of a WISE Ambassador. The Volunteer Coordinator will check -in with each training participant at the end of *Foundations* to process the training and discuss potential volunteer opportunities. It may be that the individual is interested in continuing on with the *Supporting Survivor Training* to become a Volunteer Advocate, which can be explored with the Volunteer Coordinator. Upon completion of *Supporting Survivors*, volunteers check-in again individually with Volunteer Coordinator to assure that the advocacy role is a good fit.

### **On-going Support**

All volunteer advocates will meet individually with Volunteer Coordinator 6 months after completing the *Supporting Survivors* training. Subsequently, volunteer advocates will have individual check-ins with the Volunteer Coordinator annually. These meetings are a time to process and reflect on their advocacy role and experiences as a WISE volunteer. In addition, the Volunteer Coordinator, backup, and staff advocates provide feedback and support during each shift and whenever requested in both formal and informal ways.

### **Volunteer Personnel Files**

Personnel files are maintained for each volunteer. Files are kept confidential and stored in a secure location on-site. Volunteers have the right to access their own file at any time. To do so, please submit a request to the Volunteer Coordinator in writing.

### **Background Checks and DMV Records**

As part of initial onboarding, a background check and request for DMV records will be completed for each Volunteer Advocate. The Executive Director reviews all results. Convictions and driving incidents will be address on a case-by-case basis. If a new conviction or driving incident occurs during the time that a volunteer is serving with WISE it is expected that

volunteer advocates will notify the Volunteer Coordinator directly. New convictions and driving incidents will be addressed on a case-by-case basis.

### **Dangerous Persons**

If a perpetrator is present during a go-out or in the Program Center pay attention to your gut feelings regarding safety and respond accordingly. If a perpetrator is inside the Program Center you may ask that person to leave. If you are not comfortable doing that or you are not sure of the situation, ask a staff person for help. There are green and white emergency buttons in each direct service office at the Program Center. If you push these buttons the Lebanon Police Department will respond on site within minutes. At the hospital, court house, or police department perpetrators generally have no reason to know who you (the advocate) are, but there could be an exceptional circumstance. If you have concerns, you can call back-up or leave if you think that is warranted for safety. Staff/security can also be helpful if you have concerns.

### **When Advocacy Isn't the Right Fit**

WISE and the Volunteer Coordinator will make every effort to ensure that volunteer advocacy is the right fit for volunteers prior to the start of volunteer service. No one can know exactly what will happen in a given situation until it does. If it becomes clear to the volunteer or to WISE that volunteer advocacy is not an appropriate role for someone WISE will work with them individually to find a different volunteer role that is appropriate. In the case where expectations are not upheld WISE reserves the right to determine disciplinary action on a case-by-case basis. If ever a complaint is received from the community regarding a volunteer, WISE may automatically ask the volunteer discontinue their role at the organization. Upon termination of service by a volunteer the Volunteer Coordinator may complete an exit interview.