

Bangor Area Recovery Network VOLUNTEER PROGRAM



Policies and Procedures Manual

Last revised on 10/21/2024

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BARN MISSION STATEMENT

To provide a sustainable and reliable community recovery center that supports the needs of people affected by addiction.

BARN FOUR PILLARS

There are many pathways to recovery

Recovery is a community responsibility

Recovery overcomes shame and stigma

Recovery is a process

BARN'S VOLUNTEER PROGRAM

Volunteers are the most fundamental component of the BARN; they make the community recovery center a living, breathing example of recovery. Volunteers serve the BARN across all levels, including as daily floor staff, recovery coaches, and more. Each month, volunteers contribute over 900 hours of their time. The BARN's volunteers are managed by the Volunteer Coordinator, who is responsible for recruiting, training, and supervising the volunteer.

Why Volunteer?

At the BARN, we recognize that service to others is virtually a spiritual imperative. In line with research, the BARN adheres to the belief that providing meaningful volunteer opportunities is an effective way to organize the recovery community. A great benefit of volunteering at the Barn is the potential for getting a strong job reference as a steppingstone into the workforce.

It is the policy of the BARN to ensure that all prospective and current volunteers are treated in a professional, caring, and consistent manner and are provided with meaningful volunteer assignments.

Who Can Become a Volunteer?

The BARN welcomes anyone to consider becoming a volunteer. Our strongest source of volunteers is the recovering community that surrounds the Barn. We also benefit from assistance provided by students in need of internships, volunteers completing hours for state assistance programs, and volunteers for jail diversion programs.

Our volunteers are the face of the BARN, and as such, volunteers are held to higher standards than regular members and attendees of the BARN.

Because we deal with the recovery community and the community at large, and because we are of the recovery community, we must have clear guidelines related to sobriety and relapse.

As long as they are clean and sober, we encourage anyone to volunteer in whatever capacity they feel comfortable. IN the event of relapse, our volunteers are relieved immediately and asked to come to the BARN on “the other side of the desk” where they can receive support from the community. Once they have their recovery re-established for 30 days, they can be reconsidered for a volunteer position.

For some volunteer positions, like managing the front desk, certain sobriety standards must be met:

1. A minimum of 90 days of sobriety is required to be trained as a front desk volunteer.
2. A minimum of 6 months sobriety is required to work a shift at the desk unsupervised
3. A minimum of 3 months experience before training a volunteer.

These standards are maintained to protect the integrity of the BARN. Any exception to these must be approved by the Volunteer Coordinator and Executive Director.

The volunteer coordinator has the authority to use his/her judgment on an individual basis.

How do I become a Volunteer?

If you are interested in becoming a volunteer, please let the front desk know. Either by calling or visiting the BARN in person. Please be prepared to provide your name, address, and phone number. Some positions, such as front desk volunteers and recovery coaching, require an application, which can be picked up the front desk or downloaded from our website.

Bangorrecovery.org

The BARN retains the right to conduct a background check on any applicant. Applicants who are listed on any sex offender registry are not permitted to volunteer.

Types of Volunteers:

The BARN has a variety of volunteer opportunities, geared toward both meeting the needs of the BARN and meeting the needs of the volunteers. The Volunteer Coordinator will work with interested individuals to help identify which volunteer position is the best fit.

- Front desk/ Peer Volunteer
- Committee Volunteer
- Special event/ Project Volunteers
- Community Service Volunteer
- Drop in Volunteer

Bangor Area Recovery Network

Volunteer Front Desk/Greeter

Volunteer Position Title: Front Desk/Greeter

Organization: Bangor Area Recovery Network (BARN), Brewer, Maine

Organization Details: The Bangor Area Recovery Network is a peer-run and oriented recovery center, located in Brewer, Maine. BARN views recovery as a process of change through which an individual achieves improved health, wellness and quality of life. Recovery is a process of transformation in which we seek to overcome the harmful effects of the disease or debilitating condition and pursue a better life. The BARN works with the community to meet its goals. All are welcome.

Position Description: Front desk volunteers keep the BARN running smoothly by keeping it clean, responding to patron's needs, and upholding the mission of the BARN. Front desk volunteers also provide peer support to anyone who enters the BARN in need, whether they are long-time patrons or visiting for the first time.

Essential Duties and Responsibilities:

- Greet anyone who walks into the BARN and assist with logging into the kiosk when needed
- Provide peer support and information to all patrons as needed
- Answer the phone and record and deliver messages
- Sell concessions, handle money, and run the point-of-sales system
- Maintain the cleanliness of the BARN: clean bathrooms, vacuum carpets, sweep and mop tiles, wipe down tables before and between meetings, and other tasks as needed
- Make and sell coffee

Training Requirements: Front desk volunteers must attend an orientation provided by the Volunteer Coordinator, follow by x training shifts with an experienced front desk volunteer.

Other requirements: Attend monthly volunteer meetings held by the Volunteer Coordinator. Maintain sobriety on and off the job.

Bangor Area Recovery Network
Special Events Volunteer

Volunteer Position Title: Special Events Volunteer

Organization: Bangor Area Recovery Network, Brewer, Maine

Organization Details: The Bangor Area Recovery Network is a peer-run and oriented recovery center, located in Brewer, Maine. BARN views recovery as a process of change through which an individual achieves improved health, wellness, and quality of life. Recovery is a process of transformation in which we seek to overcome the harmful effects of the disease or debilitating condition and pursue a better life. The BARN works with the community to meet its goals. All are welcome.

Position Description: The BARN frequently holds special events like dances, holiday parties, fundraisers, and community outreach activities which require extra hands for set up, breakdown, and help throughout the event. This is a great way to get involved with the BARN even if you cannot make a long-term or regular commitment.

Essential duties and responsibilities: Be flexible and willing to fill in where needed. If you have any special skills, let the event coordinator know ahead of time. Most events will require help setting up, cleaning up, and maintaining the space during the event.

Training requirements: No prior training is required.

Length of Commitment: Volunteers are only expected to participate in events they sign up for.

Time involvement: For the length of the event or a predetermined amount of time which will be specified upon sign-up

Location: Bangor Area Recovery Network 142 Center St. Brewer, Maine 04412

Contact/Supervisor: BARN Volunteer Coordinator

For more information or to sign up as a volunteer, contact: Visit or call the BARN at (207)561-9444 to receive an application. The front desk volunteer on duty will be able to answer any questions you may have.

Bangor Area Recovery Network

Walk In Volunteer

Volunteer Position Title: Walk in Volunteer

Organization: Bangor Area Recovery Network, Brewer, Maine

Organization Details: The Bangor Area Recovery Network is a peer-run and oriented recovery center, located in Brewer, Maine. BARN views recovery as a process of change through which an individual achieves improved health, wellness and quality of life. Recovery is a process of transformation in which we seek to overcome the harmful effects of the disease or debilitating condition and pursue a better life. The BARN works with the community to meet its goals. All are welcome.

Position Description: Anyone who would like to contribute to the BARN for a few hours but cannot commit to a schedule or regular shift is welcome to participate as a walk-in volunteer.

Essential Duties and Responsibilities: Be flexible and willing to perform tasks as requested by the volunteer coordinator or a front desk volunteer on duty. Be polite and appropriate with BARN patrons, employees, and other volunteers on duty. If you have any special skills that you think may benefit the BARN, please inform the supervisor at the beginning of the shift.

Training requirements: Volunteers will be given instruction specific to their role at the beginning of their volunteer shift. No prior training is required.

Length of commitment: There is no minimum length of commitment.

Time Involvement: Time involvement is flexible, but please let a supervisor know how much time you have before being assigned a task.

Location: Bangor Area Recovery Network 142 Center St. Brewer, Maine 04412

Contact/Supervisor: BARN Volunteer Coordinator

For more information or to sign up as a volunteer, contact: Visit or call the BARN at (207)561-9444 to receive an application. The front desk volunteer on duty will be able to answer any questions you may have.

Bangor Area Recovery Network

Committee Volunteer

Volunteer Position Title: Committee Volunteer

Organization: Bangor Area Recovery Network, Brewer, Maine

Organization Details: The Bangor Area Recovery Network is a peer-run and oriented recovery center, located in Brewer, Maine. BARN views recovery as a process of change through which an individual achieves improved health, wellness, and quality of life. Recovery is a process of transformation in which we seek to overcome the harmful effects of the disease or debilitating condition and pursue a better life. The BARN works with the community to meet its goals. All are welcome.

Position Description: Responsibilities will vary by committee and the project it is working on. Some BARN committees include marketing and the Bangor Area Recovery Community Coalition. And the operation committee.

Essential Duties and Responsibilities: Regular attendance at committee meetings and tasks as assigned or agreed upon by committee members. A good fit would have effective communication skills and the ability to collaborate and work independently.

Length of Commitment: Minimum of 6 months commitment

Time Involvement: Varies by the committee and its needs.

Location: Bangor Area Recovery Network 142 Center St. Brewer, Maine 04412

Contact/Supervisor: BARN Volunteer Coordinator

For more information or to sign up as a volunteer, contact: Visit or call the BARN at (207)561-9444 to receive an application. The front desk volunteer on duty will be able to answer any questions you may have.

Most volunteer positions are required to go through a volunteer orientation laid out in BARN'S Volunteer packet. Volunteer orientations Are typically held once every other month but a

Private orientation may be scheduled with the Volunteer Coordinator when it is convenient for both parties.

Volunteer Orientation:

Most volunteer positions are required to go through a volunteer orientation laid out in the BARNs volunteer packet, Volunteer orientations are typically held once every other month, but individual orientations may be scheduled with the volunteer coordinator when it is convenient for both parties. (See page 18 for more details)

Volunteer Training:

Volunteer position-specific training will be offered to all volunteers. Some volunteer positions require more in-depth training and therefore, a large commitment from the volunteers. See volunteer position descriptions in the appendix of this document for further details.

Retaining and Honoring Volunteers:

The BARN has developed strong support for retaining and honoring its volunteers. Good supervision, clear roles, job descriptions, and recognition events are just some of our practices.

Supervising Volunteers:

All volunteers will be offered guidance and support from either the volunteer coordinator or an experienced volunteer. Volunteers will know who their supervisors are and the process of getting support in the event that their direct supervisor is not available. Some volunteer positions require more regular, or peer supervision (Front-Desk/Peer Support and Recovery Coach Volunteer) See position descriptions below for further details.

Statement of Confidentiality:

The BARN is built on a foundation of trust and acceptance. It is important to keep all interactions and conversations that we participate in or overhear at the BARN confidential. The only exceptions to confidentiality are when you receive information suggesting harm or danger to oneself or others, including suspicion of child abuse or neglect and self-harm. Volunteers will be required to sign a confidentiality agreement.

Volunteer Dress Code:

During business hours, volunteers are expected to present a clean and neat appearance and to dress according to the requirements of their position. The way our volunteers dress reflects the image of the BARN to the public.

- NO clothing that displays derogatory words or pictures, especially those that promote drug or alcohol use, violence, or weapons,
- In a professional manner keeping in mind that you will be bending, lifting, and cleaning
- Please wear appropriate shoes for your volunteer requirements, keeping in mind that many positions require a lot of walking or other physical activity.
- Please avoid wearing excessive perfumes, cologne, and aftershave

Substance Use and Intoxication:

Volunteers at the BARN help create a safe and sober environment. This requires we be above reproach of intoxication or recent drug use. Anything less than sobriety and clarity compromises the integrity of the BARN and potentially triggers members and visitors of the BARN. The BARN cannot allow anyone to volunteer who is inappropriately using drugs, whether those drugs are prescribed, or legal. Or illicit.

Examples of these behaviors include:

- Obvious impairment and/or being under the influence of alcohol and/or other drugs.
- Symptoms of abusing prescribed medication or being otherwise adversely affected by medication, such as appearing sedated or nodding off, overly agitated or confused.
- Signs of recent use such as bloodshot eyes, smelling of alcohol or marijuana, or any other indicator of recent use.

Any volunteer who appears to be under the influence or shows signs of recently using drugs will be limited in their volunteer capacity and/or dismissed by the Volunteer Coordinator per the policies related to required sobriety and relapse.

Sobriety is defined as ongoing abstinence from one's drugs of choice. In general, the BARN sees sobriety as a personal responsibility/choice and as such, personally defined. For the sake of daily operations, and specifically regarding volunteers and employees of the BARN, sobriety means abstinence and will be measured both by personal report and the absence of discernable functional impairment by virtue of any substance, regardless of whether the substance is legal to process.

Relapse is defined as a choice to cease maintaining sobriety, whether in a single episode of drinking or drugging or in an ongoing fashion. The BARN recognizes that relapses may occur in the pursuit of recovery and views it as critical juncture in which an individual should reassess, seek greater levels of support, and increase their efforts toward recovery with a renewed focus. Because front desk volunteers are scheduled and are the face of the BARN, they are held to higher sobriety standards. If a front desk volunteer relapses, the volunteer will be removed from the position for a minimum of 30 days. After this period, the volunteer coordinator and volunteer in question will have a discussion, after which the volunteer coordinator will use his or her discretion to decide whether the volunteer may continue.

Should a front desk volunteer relapse a second time, the volunteer coordinator will provide a written warning which will be placed in the volunteer's file and the procedure for the first relapse will ensue. A third relapse will result in the volunteer's permanent removal from the position.

Marijuana use: Despite its legal status for recreational and medical use to consumption or possession of marijuana in any form is prohibited on BARN property. Volunteers who show clear signs of intoxication by virtue of any substance will be directed to leave the barn until they are sober.

Tobacco Use: In keeping with the BARN's intent to provide a safe and healthy work environment, the use of any tobacco product, including vapors, is prohibited in all BARN offices, buildings and facilities. Please only use tobacco products in the designated smoking area outside.

Missed shifts: if any volunteer needs to cancel their commitments they should build upon their coordinator as soon as possible. Because front desk volunteers are scheduled the process and consequences of missing a shift are str must notify the volunteer coordinator as soon as they know if they will miss a shift. If the volunteer has found coverage for their shift, or if they wish to swap shifts with another volunteer, both volunteers must request written approval from the volunteer coordinator. If an emergency or other unforeseen event prevents the volunteer from receiving prior written approval, the volunteer should call the BARN and speak with the volunteer coordinator over the phone.

If the volunteer misses their shift without notice, (a "no call, no shoe"), the volunteer will be given a verbal warning. A second occurrence will result in a written warning which will be placed in the volunteer's file. A third occurrence will result in dismissal from the position for at least six months, or until the volunteer coordinator feels that the volunteer will be reliable again.

Letting go of a volunteer: When a volunteer is being let go, the volunteer coordinator and a witness will tell the volunteer privately and in writing, including the reason why and for how long. If deemed necessary, a board member or police officer may present. Sexual harassment derogatory comments will result in immediate dismissal of the volunteer.

Grievance Policy:

Step 1: The employee, volunteer or patron must present his/her grievance in writing within fourteen calendar days of the event precipitating the grievance to their supervisor with a copy for the Executive Director, the employee may begin the process by submitting the grievance to the board of directors vice chair of operations the grievance should include a concise statement of facts on which the grievance is based, and include specific reference to the policies, procedure or practice that are to be believed to have been violated and the resolution sought. The employee and Executive Director within 7 calendar days of meeting.

Incident Reports:

Incident reports are used when police, fire, ambulance, or other emergency service is called to the BARN; if a BARN patron is injured or has a physical altercation on BARN property; if a BARN patron or volunteer finds drugs or alcohol on the property or on a person, or any other situation that a volunteer feels requires further investigation or protection.

HARASSMENT POLICY

The BARN recognizes the dignity of the individual employee, volunteer and member's right to an environment that is free of intimidation and harassment. Such intimidation or harassment based on race or color, sex, sexual orientation, physical or mental disability, religion, age, ancestry or national origin, whistleblower activity, marital status, or genetic information is a environment and adversely affected employee, volunteer &/or member morale, it is unacceptable and will not to be tolerated. In addition, it is Considered grounds for disciplinary actions up to and including discharge. Harassment based on race or color, sex, sexual orientation, physical or mental disability, religion, age, ancestry or national origin, whistleblower activity, include the following, which may be a series of incidents or a single occurrence:

- Unwelcome sexual advances, gestures, comments, or contact.
- Treats
- Offensive jokes
- Subjecting employees to ridicule, slurs, or derogatory actions
- Basing employment decisions or practices on submission to such harassment
- Refusal to cooperate with employees in performing work assignments'
- Inequitable disciplinary actions and work assignments

Further examples of sexual harassment include:

Behavior that is verbal and sexual in nature – such as comments about a person’s looks, person inquires, sexual jokes, use of derogatory sexual stereotypes, uttering sexually suggestive sounds, writing sexual notes, use of State computer equipment to send, receive and/or download material of sexual nature; **non-verbal sexual behavior-** such as looking someone up and down, staring or leering at someone’s body, deliberate blocking of a person’s path, displaying sexual visuals, making sexual gestures; or physical – such as pinching, grabbing, sexual assault or any physical contact of a sexual nature.

As a matter of BARN policy, any behavior of a sexual nature in the workplace is considered unprofessional regardless of whether it constitutes illegal sexual harassment. Similarly, any conduct that degrades, ridicules, or otherwise draws unwanted attention to any employee or other person having dealings with the BARN on the basis of race or color, sex, sexual orientation, physical or mental disability, religious, age, ancestry or national origin, whistleblower activity, previous assertion of a claim or right under the Maine Workers’ Compensation Act, marital status, or genetic information is considered unprofessional regardless of whether it constitutes unlawful harassment. Such unprofessional conduct will not be tolerated in the workplace because it undermines morale, interferes with performance, and demeans of victims. Each employee is personally responsible for compliance with this policy period as part of their supervisory responsibilities supervisors are required to actively prevent or stop inappropriate unprofessional conduct in the workplace regardless of whether conduct rises to the level of illegal harassment. If they become aware of any such conduct occurring through personal observation or information from another party, they must consult with the volunteer coordinator or executive director, and they will take immediate and appropriate corrective actions including discipline to the end of the conduct. Corrective action is required regardless of whether a complaint is made, or the conduct, or whether it appears to be unwelcome even if the person providing information requests that no action be taken the supervisor must contact the volunteer coordinator and the executive director. Managers and supervisors who fail to fulfill their obligations under these policies will be subject to disciplinary actions up to and including discharge.

II. Definitions

“Sexual Harassment” is defined as unwelcome sexual conduct that is a term or condition of employment. Unwelcome sexual conduct is sexual harassment when submission to such conduct is expressly or implicitly made a term or condition of employment,

“Quid pro quo” harassment occurs when submission or rejection of such conduct is used as the basis for employment decision affecting an individual, *such as promotions in exchange for sexual favors, or an unfavorable change of duties in response to rejected sexual advances.*

“Hostile Work Environment” unwelcome sexual conduct which unreasonable interferes with an individual's work performance or creates an intimidating hostile or offensive work environment as constituted illegal sexual harassment. Conduct which is not sexual in nature may still create a sexual hostile work environment if it is based on the victim's gender. Such conduct may include excluding or isolating employees, tampering with belongings or equipment, or physical or verbal abuse based on gender.

“Employee” For the purpose of this policy the term employee will include good: employees, volunteers, patrons, contractors. And vendors.

III. Applicability

This policy applies to:

- Coworkers, volunteers and supervisors
- Outside parties having dealings with the BARN (I.e. customers, vendors, contractors)
- Interactions between individuals of the same sex as well as the opposite sex interactions in the workplace during work hours as well as outside activities related to the workplace (i.e parties, trips, conferences)

IV. Complaint Process

The BARN is committed to preventing harassment prohibited by this policy through educational and dissemination of information as well as employee accountability. Such harassment may be reported by any employee, regardless of whether that employee is the recipient of the harassment, a witness or otherwise becomes aware of harassment prohibited by this policy.

Internal complaints may be filed by contacting any of the following individuals:

- Immediate supervisor or any supervisor/manager in the chair of command
- Chair of the BARN board of directors
- Co-chair of the BARN board of directors
- Any sitting member of the BARNS board the director

Although every attempt will be made to resolve complaints at the lowest possible level, if an investigation is warranted, it will be conducted promptly and with as much confidentiality as possible, respecting the rights of parties involved. All employees are expected to cooperate in a departmental investigation of harassment

Discrimination complaint allegedly harassment based on race or color, sex, sexual orientation, physical or mental disability, religion, age, ancestry or national origin, whistleblower activities, previously assertion of a claim or right under Maine workers comprehension act or genetic information may also be submitted to the main Human Rights Commission at any time within 300 days of the allegation discrimination incident. It is not required that any of the above procedures be exhausted before the other is used in this instance where the prior workers' compensation claim nor right is made against the barn of me that complaint may be submitted to the maine workers compensation board.

- Maine Human Rights Commission: (207) 624-6050, (207)624-6064(TTY)
- Chair of the BARN Board of Directors
- Co-chair of the BARN Board of Directors

V. Retaliation

Any form of retaliation actions or threats or suggestions of retaliation by either employees or supervisors against any person filing a complaint under this policy or assisting in investigation is a violation of foreign policy. Any discriminatory actions against any individual because the individual has opposed the practice that would be a violation of the main Human Rights Act title VII, the Americans with Disabilities Act, or the age discrimination of employment act or because an individual has made a charge testified or assisted investigation proceeding or hearing under the main Human Rights Act title VII the American with Disabilities Act for the age discrimination in employment act is illegal. The complaint is protected from retaliation regardless of its merit of the original complaint retaliation should be reported in the same manner as described above for complaints of harassment and will be promptly investigated which retaliation conduct will be grounds for disciplinary action.

Commitment to Barn Ethical Guidelines

The following are ethical guidelines expected of all BARN employees and volunteers. Volunteers and employees will be asked to sign a commitment to these guidelines:

1. I will treat everyone with dignity and respect and will allow others to make their own decisions and choices in relation to their own lives
2. I will accept others for who they are, where they are, and what they are, regardless of my personal opinions and values
3. I will not engage in sexual banter or direct sexual contact with any individual whose recovery I am assisting
4. I will not disclose confidential information, and I will maintain the privacy of BARN patrons and coworkers. I will work to discourage gossip, rumors, and hearsay.
5. I will decline any favors, free services, or gifts that compromise the integrity of my peer support relationship.
6. I will guard against the sexual exploitation or sexual harassment of anyone around me.
7. I will not exploit relationship with others for personal gain
8. I will seek supervisory guidance when problematic situation with other arise or when mandated reporting may be required in order to determine the best course of action,
9. As a representative of the BARN and the recovery community, I will do my best to be a healthy role model.

BARN'S code of ethics

All employees and volunteers and members are expected to follow and comply with the following Code of Ethics:

- Behave responsibly, support equal opportunity for all and the preservation and protection of fundamental human rights
- Distinguish between professional duties/responsibilities and person beliefs employees or volunteers do not allow personal convictions to interfere with fair and accurate representation of the mission and purposes of the BARN.
- Preserve the integrity of the BARN by placing the interest of the BARN ahead of personal gain, personal interest or other conflicts of interest and protect the BARN from exploitation
- Employees and volunteers must refrain from abuses of authority arising from their professional or volunteer roles. Equipment, materials, and resources are used for Barn purposes and not for personal or financial gain
- Foster and build an environment of respect and trust employees and volunteers demonstrate a commitment to the barn and its members by maintaining confidentiality and adhering to the rights of privacy for everyone issues that impact health and safety at the barn community members are accepting employees and volunteers honor the privacy of others by not discussing personal issues in a public environment one should withhold information that could compromise the integrity of the barn refer such matters to the executive committee for investigation.

Policy & Procedure Agreement

By my signature, I acknowledge that I have read, understand, and agree to the policies and procedures of the Bangor Area Recovery Network as defined in the volunteer policies and procedures manual that I received.

Those policies and procedures include:

- Volunteer Training
- Retaining and honoring volunteers
- Supervising volunteers
- Statement of Confidentiality
- Dress Code
- Substance Use and Intoxication
- Sobriety and Relapse
- Marijuana and tobacco use
- Missed shifts
- Letting Go of a volunteer
- Grievance policy
- Incident reports
- Harassment policy
- Ethical Guidelines

Volunteer signature: _____ DATE: _____

Supervisor signature: _____ DATE: _____

Note: Please remove this page from the policy manual and give to the volunteer coordinator to be kept in your personnel file.

Volunteer Orientation

- What is the B.A.R.N.S policy and procedures for operations:
Policy- (DRAFT) read and explain where we are in the process of creating policy for the B.A.R.N
- Safety procedures= 911 “eminent danger” = incident report
Never Place yourself or anyone in Danger
- Fire department- fire, electrical, sparks, alarm
 - Be prepared. Know where the exits, fire extinguishers and alarm box is located
 - 1. Remove people
 - 2. Call 911
 - 3. Use fire extinguishers
 - 4. Meet fire truck
 - 5. Incident report
- Police- Disturbance, fights, theft, destruction, car accident
 - Be prepared, know where first aid kit is located (gloves)
 - 1. Isolate the problem
 - 2. Call 911
 - 3. Meet police/ambulance
 - 4. Incident report
- Ambulance- injury, seizure, unconsciousness, blood
 - Be prepared, know where the first aid kit is located
 - 1. Assess
 - 2. Call 911
 - 3. Meet ambulance
 - 4. Incident report
- Other safety protocol
 - No running
 - Clean up spills
 - Kids must be supervised at all times, by a parent
 - Use common sense

Talk about incidents and procedures to handle that arise: someone drunk, someone having a seizure, a fight outside, sparks coming out of electric box, fire alarm going off, someone asking for help, someone yelling in an anonymous meeting

Volunteer Rules

Notification of absence:

Please call the volunteer coordinator at BARN office 24hrs before
Three unexcused absences will result in the termination of your volunteer services.

Illness:

If you are sick, please stay home. Please call the volunteer coordinator.

Insurance Coverage:

If a volunteer is injured while performing their volunteer work, report the incident immediately to the volunteer coordinator. An incident report form will be completed and kept in file. If medical treatment is required, the volunteer will use his or her own personal insurance as source of payment. If otherwise the volunteers are covered under the BARN's liability insurance coverage.

Dress Code:

During business hours, volunteers are expected to present a clean and neat appearance and to dress accordingly to the requirements of their position which affect the business image of the barn to the public. Professional keeping in mind bending, cleaning, standing, reaching.

Smoking:

In keeping with the BARN's intent to provide a safe and healthy work environment, the use of any tobacco products, including vapors, is prohibited in all BARN offices, buildings, and facilities. When smoking please do so in the designated smoking area.

Transportation:

While working as a BARN volunteer don't transport other volunteers, members or any staff in any vehicles. Never leave shift without signing out.

Sexual Harassment:

BARN will not tolerate sexual harassment of any kind on any level.

Any unwelcome sexual advances request for sexual favors or other verbally and physically conduct in a sexual nature.

Individuals found to be violating or in conflict with its policy will first be consulted if it continues to persist will result in termination of volunteering services also banned from the barn. Volunteers are discouraged from getting involved with other volunteers and anyone in a treatment center. However, if this happens you will be on separate shifts and need to be professional while on duty don't bring personal stuff to your shift.

Memo to Volunteers

- Volunteers need to remember anonymity
- Duties of each shift need to be done and recorded on duty log.
- If anyone is sick or unable to cover their shift the volunteer coordinator needs as much notice as possible
- Never break 20's and never leave just 5 and 10 in the box
- Communication needs to be open amongst shifts
- The BARN phone is for people who call for help and need information. Please don't use the phone for personal calls.
- No one can put their belongings behind the counter (except volunteers on duty) we are not responsible for others belongings.
- No one is allowed behind the counter unless they are on duty,
- NO free coffee off duty
- Bathrooms need to be checked each shift. Fill TP, PT, and soap and sanitizers. Wash bottom of toilets/mirrors/sides of stalls