

# FREE 2 HOPE



## Volunteer Handbook



## Welcome

Dear New Volunteer,

Welcome! My name is Amy Leenerts, Director of Free2Hope, Inc. As a volunteer you will become a member of a dedicated team that is taking a new approach to stop human trafficking by training and equipping the general public to recognize victims of human trafficking.

My passion and dedication to this cause originates from being sexually abused as a young child, and being made to feel that I was to blame for what had happened to me. That lie set-off something in my mind; I felt that whenever something negative happened to me, it was my fault. Abuse seemed to follow me throughout childhood, I often felt “marked,” as though something inherently evil in me allowed abusers to find me. It was years before I was able to work through my victim mentality and began to live a healthy, restored life. My perspective widened as I began to notice others who suffered similar effects of sexual abuse, exploitation, and human trafficking.

Much of my energy is focused on finding new approaches to prevent human trafficking and other sex crimes against women and children throughout our state, and helping victims begin their journey toward health and wholeness. I founded Free2Hope Inc., in April of 2013.

Thank you for your interest in being a part of this awesome cause!

*Amy*

**Amy L. Leenerts**

Founder and Director

Free2Hope Inc.








Website [free2hope.org](http://free2hope.org)

Facebook: [Free2Hope](#)

Twitter: [Free2Hopeagain](#)

***This war on vulnerable people will not end unless good people take a stand and say: “Not in my town!”***

## Table of Contents

 <b>Welcome</b> -----	2
 <b>Purpose of the handbook</b> -----	4
 <b>Organizational Information</b> -----	5
❖ History and Background	
❖ Mission	
 <b>Volunteer Information</b> -----	6
❖ What the Volunteer should expect from Free2Hope	
❖ Free2Hope volunteer expectations	
 <b>Organizational Policies and Procedures</b>	
❖ Programs-----	7
❖ Volunteer Position Descriptions-----	8-11
❖ Tracking Volunteer Hours-----	12
❖ Confidentiality-----	13
❖ Termination Policy-----	14
○ Voluntary termination	
○ Involuntary termination	
○ Zero Tolerance Policy	
❖ How to Report Suspected Human Trafficking-----	15
○ Reporting	
○ Physical Contact with Clients	
 Volunteer Sign-up Sheet-----	17
 <b>Acknowledgement and Receipt</b> -----	18

## Purpose of the Handbook

This Volunteer Handbook has been prepared to help you become better acquainted with the Free2Hope, Inc. mission. You will find information about our mission, history, programs, and organizational policies and procedures.

No volunteer handbook can answer all of the questions you might have about our programs. However, we are committed to addressing any questions and/or concerns by being available to you when needed.

We hope this Handbook will allow you to feel comfortable with us. We depend on you—your success is our success. Please don't hesitate to ask questions. We believe you will enjoy your volunteer work and your fellow volunteers here. We also believe you will find that Free2Hope, Inc. is a great organization to put your gifts and talents to use.

We ask that you read this Handbook carefully, and refer to it whenever questions arise. We also suggest that you take it home so your family can become familiar with Free2Hope and our mission.



## Organizational Information

### ❖ History and Background

Free 2 Hope, Inc. started in early 2013 after Amy Leenerts, Director and Founder, attended a human trafficking awareness outreach in which information and bars of soap affixed with the National Human Trafficking Hotline were provided to various hotels that were located in known “high-trafficking” areas. Impressed upon to get more involved in anti-human trafficking efforts Amy started researching local programs and services, but found that there was little to no offerings for the general public to get involved in. Amy started putting together human trafficking awareness and educational information for others who were also interested in getting involved; as a result Free2Hope, Inc. was born in April 2013.

A Board of Directors was then selected and installed in October of 2013. In July of 2014 Free2Hope, Inc. received a 501(c)3 non-profit status and as of July 2015 many local business have partnered with Free2Hope, Inc. with anti-human trafficking information on display. Additionally, Free2Hope, Inc. has given countless educational and training seminars to civic and religious groups, medical facilities, emergency responders, and businesses all over Kentucky.

### ❖ Our Mission

To take **NEW** proactive approaches to prevent human trafficking and other sex crimes against women and children throughout our state.

Free2Hope is a unique 3-E model that we believe will help prevent and disrupt human trafficking thereby making a safer community for all.

- **Educate** – We educate parents, the community, service workers and investigators on prevention.
- **Expose**- We expose human trafficking through **TARGETED** outreach campaigns.
- **Equip**- We equip local businesses and the community to address and prevent trafficking.

## **Volunteer Information**

### ❖ **Volunteer Expectations** – As a volunteer you have the right to:

- ✓ work in a healthy and safe environment
- ✓ be interviewed and engaged in accordance with equal opportunity and anti-discrimination policy
- ✓ be given accurate and truthful information about the organization for which you are volunteering
- ✓ receive a copy of the organizations volunteer policy and any other policy/procedures that affect your role
- ✓ not fill a position that you do not feel comfortable with
- ✓ have a role description and agreed hours of contribution
- ✓ receive an annual evaluation and offer feedback regarding your experiences with the organization

### ❖ **Free2Hope, Inc. Volunteer Expectations:**

- ✓ To be dependable in attendance, punctuality, and the completion of all required paperwork
- ✓ To be cooperative in spirit
- ✓ To be courteous and polite to staff and public
- ✓ To be respectful of others
- ✓ To exhibit behavior, speech and dress that is above reproach
- ✓ To abide by all Free2Hope, Inc.'s policies and procedures
- ✓ To wear Free2Hope, Inc. issued identification and/or clothing, when appropriate, while on assignment at a volunteer event
- ✓ To be continually aware of Free2Hope, Inc.'s mission, values, ethical principles and standards and behave in a manner consistent with them
- ✓ To act honestly and responsibly and promote ethical practices
- ✓ All volunteers are expected to check-in for all community events 15 minutes before the scheduled event; unless otherwise indicated. This time will be used for general instruction and information.
- ✓ Please call the respective supervisor if you are unable to honor your commitment to an event

## **Organizational Policies and Procedures**

### ❖ **Programs**

#### **The Outreach Program**

The Outreach Program was created specifically to equip community groups to reach out to their community with information on human trafficking. We provide all materials and you provide volunteers who want to make a tangible difference. Our desire is that all citizens be made aware that human trafficking is happening here in our own communities and to provide them the means to make a difference. Business partners are added to our database and made aware of new developments related to human trafficking.

#### **The High Risk Campaign**

For businesses that are located in a well-known “high-trafficking area.” Each business will be entered into the Awareness Program Database, given free educational items, and small items containing the National Human Trafficking Hotline phone number to place in all restrooms (i.e. chapstick, etc.). These educational and small items will be provided on an ongoing basis free of charge.

#### **The Hotel Plan**

A continuation of the High Risk Plan but with the unique needs of a hotel addressed. There are currently 75 hotels in our region that are 1 or 2 star rated hotels, some even renting hourly. Our goal is to place information about human trafficking; including the human trafficking hotline number, in each hotel room and lobby area without the hotel incurring any of the cost.

#### **The Education Program**

Free2Hope Inc. offers educational programs and trainings on human trafficking for the general public. We also offer more extensive training classes tailored for specific audiences i.e. schools, church groups, businesses, first responders, etc. We want all citizens to be on the lookout in their communities for trafficking victims as well as have the tools they need to keep their own children safe from becoming a victim.

## **Volunteer Position Descriptions**

### ❖ **Volunteer Coordinator**

**Work Location:** Volunteer Coordinator will be expected to work from home and/or at a location designated for monthly volunteer meetings, new volunteer orientations, etc.

**Purpose of the Position:** The Volunteer Coordinator supports the mission by distributing information and managing general correspondence as it pertains to day-to-day business.

#### **Key Responsibilities:**

- Manages a monthly volunteer schedule
- Tracks volunteer hours
- Maintains volunteer database
- Performs some data entry, especially after outreach events
- Communicates updated information with volunteers via email, text, and/or mailings
- Records meeting minutes
- Schedules guest speakers

#### **Qualifications:**

- ✓ Knowledge of Microsoft Word preferred (not required)
- ✓ Well organized
- ✓ Good communication skills
- ✓ Detail orientated

#### **Time Commitment:**

Available at least 6-8 hours per month to perform key responsibilities as needed.

#### **Training:**

- Will be required to complete a New Volunteer Orientation.
- One-on-One guidance with key responsibilities as needed



## **Volunteer Position Description**

### ❖ **Community Outreach**

**Work Location:** Community Outreach volunteer will be expected to work from home and/or at a location designated for community and/or neighborhood outreach.

**Purpose of the Position:** The Community Outreach volunteer supports the mission by partnering with organizations in the community to provide both tangible (i.e., purse program) and emotional support to individuals who may be affected by human trafficking.

### **Key Responsibilities:**

- ✓ Distribute placards out in Louisville Metro and surrounding areas
- ✓ Research and identify facilities for women around the country
- ✓ Some travel with personal vehicle
- ✓ Attend events in the community to distribute educational materials

### **Qualifications:**

- ✓ Experience with grant writing preferred (not required)
- ✓ Work well on a team
- ✓ Communicate the needs of the organization

### **Time Commitment:**

- Available at least 6-8 hours per month to perform key responsibilities as needed.

### **Training:**

- Will be required to complete a New Volunteer Orientation.
- One-on-One guidance with key responsibilities as needed

## Volunteer Position Description

### ❖ Public Relations

**Work Location:** The Public Relations volunteer will be expected to work from home and/or at a location designated for community outreach, volunteer meetings, and/or business partner outreach sites; if necessary.

**Purpose of the Position:** The Public Relations volunteer creates and maintains a favorable public image by communicating the Free2Hope mission, accomplishments and/or upcoming outreach events.

### **Key Responsibilities:**

- ✓ Helps with social media (best ways to utilize).
- ✓ Keeps up with Human Trafficking (HT) news to keep social media current.
- ✓ Researches HT issues around the U.S. and posts information on social media.
- ✓ Helps with advertising ideas for the organization.
- ✓ Assists with fundraising including boosting present fund raisers (Kroger Card, Amazon Smiles, etc.)
- ✓ Posts hash tags for social media.
- ✓ Write interesting and effective press releases, prepare information for media kits and develop and maintain Free2Hope internet or intranet web pages.
- ✓ Establish and maintain effective working relationships with local media representatives.

### **Qualifications:**

- ✓ Experience with Social Media resources (Facebook, Twitter, LinkedIn, YouTube, etc.)
- ✓ Detailed orientated
- ✓ Communicate clearly with media
- ✓ Public Speaking experience preferred (not required)

### **Time Commitment:**

- Available at least 6-8 hours per month to perform key responsibilities as needed.

### **Training:**

- Will be required to complete a New Volunteer Orientation.
- One-on-One guidance with key responsibilities as needed

## Volunteer Position Description

### ❖ Trainer

**Work Location:** Trainer will be expected to work from home and/or at a location designated for monthly volunteer meetings, new volunteer orientations, community events, etc.

**Purpose of the Position:** The Trainer supports the mission by ensuring that all current and incoming volunteers receive information regarding policies and expectations, volunteer descriptions, and any educational materials that will equip volunteers to perform their job successfully.

#### **Key Responsibilities:**

- Formulates teaching outline and determine best instructional methods such as individual training, group instruction, and workshops.
- Selects or develops teaching aids such as training handbooks, PowerPoint, Single Point Lessons, etc.
- Conducts training sessions to cover specified areas such as on-the-job training, refresher training, etc.
- Facilitates new volunteer orientations.

#### **Qualifications:**

- ✓ Teaching experience preferred (not required)
- ✓ Detailed orientated
- ✓ Good communication skills
- ✓ Public Speaking experience preferred (not required)

#### **Time Commitment:**

- Available at least 6 hours per month to facilitate trainings/orientations.

#### **Training:**

- Will be required to complete a New Volunteer Orientation.
- One-on-One guidance regarding specific Trainer responsibilities; as needed

## ❖ Tracking Volunteer Hours

All volunteers are asked to self-track hours of service on the Volunteer Hours Tracking Form. Please submit hours to the Administrative Assistant by the 5<sup>th</sup> of each month. Feel free to email, fax, mail, or text a picture of the tracking form; contact information will be issued promptly. See example for completion below:

# FREE HOPE

## Volunteer Hours Tracking Form

<b>Name:</b> John Doe		<b>Volunteer Position:</b> Community Outreach	
<b>Date</b>	<b>Work Site Location</b>	<b>Assignment</b>	<b>Total Hours</b>
3/15/2015	Churchill Downs	Distribute HT Awareness info.	4

\*\*\*\*\***Example Only- Not for Official Use**\*\*\*\*\*

## ❖ Privacy and Confidentiality

Free2Hope, Inc. volunteers are expected to appreciate and respect the confidential nature of any information acquired while volunteering. In general, volunteers are responsible for maintaining the confidentiality of all privileged information to which they have access while serving as a volunteer. Volunteers may be asked to sign a confidentiality statement to this effect. Some examples of confidential information are as follows;

- Information concerning personnel matters, members of the community or information related to other Free2Hope, Inc.'s volunteers
- Information gathered in the course of reporting a suspected human trafficking situation to the appropriate authorities

Please respect clients' right to privacy and do not solicit private information from clients unless it is essential to providing services. Once private information is shared, standards of confidentiality apply.

Protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons. *The general expectation of keeping information confidential does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a client or other identifiable persons.* In all instances, disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed.

- ✓ Do not discuss confidential information in any setting unless privacy can be ensured.
- ✓ Protect the confidentiality of clients when responding to requests from members of the media.

## Media Responses

Please direct all questions and comments to the supervisor on-site if approached by any member of the media while volunteering at a Free2Hope, Inc. event.

## ❖ **Volunteer Termination Policy**

- ***Voluntary termination*** - A volunteer assignment may end when the project is complete, when the volunteer has completed a specific time commitment or when the volunteer, for any reason, must end his/her service.
- ***Involuntary termination*** - Any volunteer who does not adhere to the policies and expectations of Free 2 Hope, Inc. or who fails to satisfactorily perform their volunteer assignment is subject to dismissal. A volunteer appointment may be terminated at any time at Free 2 Hope, Inc.'s sole discretion. There is no appeal process for involuntary termination of a volunteer appointment.
- ***Zero Tolerance Policy:*** Volunteers may be immediately terminated at the discretion of program staff for any of the following reasons:
  - **Discriminatory behavior**- such as treating people differently, negatively, or adversely because of race, color, political belief, religion, age, sex, sexual orientation, physical or mental disability, or place of origin.
  - **Personal harassment**- such as objectionable conduct, comment, or display made on either a one-time or continuous basis that demeans, belittles, or causes personal humiliation or embarrassment on the part of the other person.
  - **Sexual harassment** – such as any conduct, comment, gesture, or contact of a sexual nature, whether on a one-time basis or a series of incidents, that might reasonably be expected to cause offence or humiliation or that might reasonably be perceived as placing a condition of a sexual nature on receipt of services.
  - **Weapons and Firearms** – It is the policy of Free2Hope to maintain a work environment that is safe for all persons, including the community and conducive to providing support to clients. To achieve these objectives, the organization is committed to a strong stand against firearms and weapons in the work environment regardless of any license or permit that an individual may have which would otherwise authorize the individual to carry firearms or weapons.

## ❖ **How to Report Suspected Human Trafficking**

- **Reporting** - What do I do if I suspect a human trafficking case while volunteering?
  - If you or someone else suspects an individual is a victim of human trafficking or you have been informed by someone else of a person or persons being trafficked, report it to the on-site supervisor immediately for further instruction and support. **DO NOT** seek to get involved alone or without the assistance of your supervisor.
  - If a report to the National Human Trafficking hotline or 911 is needed your supervisor will assist you.
  
- **Physical Contact with Clients**
  - Volunteers should not engage in any form of physical contact with clients when there is a possibility of psychological harm to the client as a result of the contact (such as cradling or caressing clients).
  - As a safety precaution, it is better to ask permission **before** coming into physical contact with a client; and only if appropriate.

# FREE 2 HOPE



Once again, thank you so much for choosing to volunteer. We sincerely appreciate your time and consideration.



Please sign, date and detach the Volunteer Handbook Acknowledge and Receipt Form located on the next page.



## ❖ Volunteer Sign-up Sheet

Name: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Please select which volunteer opportunity you are interested in by indicating your 1<sup>st</sup> and/or 2<sup>nd</sup> choice. **Refer to page 7 for a brief description:**

### **Volunteer Coordinator: (Part I)**

( ) 1<sup>st</sup> Choice ( ) 2<sup>nd</sup> Choice

- \*Manages a monthly volunteer calendar
- \*Tracks volunteer hours
- \*Communicates updated info. to volunteers

### **Volunteer Coordinator: (Part II)**

( ) 1<sup>st</sup> Choice ( ) 2<sup>nd</sup> Choice

- \*Maintains a volunteer database
- \*Records volunteer meeting minutes
- \*Schedules guest speakers

### **Community Outreach:**

1<sup>st</sup> Choice

2<sup>nd</sup> Choice

- |  |     |     |
|--|-----|-----|
| <input type="radio"/> Education Program  | ( ) | ( ) |
| <input type="radio"/> Hotel Campaign     | ( ) | ( ) |
| <input type="radio"/> Outreach Program   | ( ) | ( ) |
| <input type="radio"/> High Risk Campaign | ( ) | ( ) |

### **Public Relations: (Part I)**

( ) 1<sup>st</sup> Choice ( ) 2<sup>nd</sup> Choice

- \*Helps with social media
- \*Posts updated H.T. news for social media
- \*Posts hash tags for social media
- \*Maintains internet or intranet web pages

### **Public Relations: (Part II)**

( ) 1<sup>st</sup> Choice ( ) 2<sup>nd</sup> Choice

- \* Helps w/advertising ideas
- \* Assists w/fundraising
- \* Writes press releases and works with local media

### **Trainer:**

( ) 1<sup>st</sup> Choice

( ) 2<sup>nd</sup> Choice

- ✓ Facilitates volunteer meetings and orientations
- ✓ Conducts general training sessions as needed

# FREE HOPE

## Acknowledgement and Receipt Form

Signature on this receipt acknowledges that you have reviewed the Free2Hope, Inc. volunteer handbook.

I further understand that, by signing this statement as required, I am indicating that I have read the Volunteer Handbook and understand its contents, or have discussed questions I have with the staff or Director. I also realize that this statement will become a permanent part of my volunteer personnel file.

---

**Volunteer's Name (Please Print)**

---

**Volunteer Signature**

---

**Date**