

Welcome and Thank You!

The staff and residents of Penelope House greatly appreciate your desire to volunteer with us in our efforts to end domestic violence and to aid adults and children whose lives are being affected by this crime. Penelope House relies heavily on volunteers and we will do our best to make sure your experience with us is a positive one. We are in an undisclosed location because the clients we serve have been in domestic violence relationships that are very dangerous. Therefore, it is of the utmost importance that you never divulge where we are located or the identity of our clients and their children. Please let us know if there is anything we can do to improve your volunteer experience with us. Thank you for your time and interest.

Please fill out the required information in this packet and mail, email, or fax it to:

Penelope House

Attn: Joan Duncan

P.O. Box 9127

Mobile, Al 36691

prevedu@penelopehouse.org

Fax: 251-414-3581

Thank you again and welcome to Penelope House. Please feel free to call me with questions or concerns.

Joan C. Duncan

Prevention Education Coordinator

Volunteer Coordinator

251-459-6670

prevedu@penelopehouse.org

Volunteer Policy

The following are things we ask of you as a volunteer. Please read carefully and let me know if you have any questions or concerns. All feedback is welcomed and appreciated.

- **Record your volunteer hours-** in the Volunteer Sign-In book in the reception are each time you volunteer
- **Volunteer Stickers-** Place a volunteer sticker on your clothing to identify yourself as a volunteer.
- **Call if you cannot come in when scheduled-** We have clients and staff depending on you to be there so if you cannot make it please call as soon as you are aware of this so that we may *try* to get someone to cover for you. Remember that you cannot get others to come in your place without it being cleared by us or they will not be allowed in.
- **Before you leave -** Please inform the staff in the area of the next time you plan to come in. Thank you!
- **Always keep location of the shelter and of information about residents/children at the shelter CONFIDENTIAL.**

Regarding Professionalism.

Professionalism refers in part to your relationship with the residents and staff. There are certain guidelines that we've established to assist some of those "gray area questions" that can come up while here. These include:

1. Staff/Volunteers do not discuss their personal problems or experiences with residents/ clients. The focus must always remain on the resident/ client.
2. Staff/Volunteers do not accept gifts from clients.
3. Phone numbers and last names of staff/volunteers are not given out. If a matter is urgent, a caller is told that we will call the staff person and have her contact the caller.
4. Staff/Volunteers do not give out information on any former, current or potential residents/ clients.



Volunteer Application

Name: _____ Phone Number: _____

Mailing Address: _____ City: _____

State: _____ Zip: _____ Birth date: _____ Age: _____

Email: _____

Group Name (if with a group): _____

Employer: _____ Title _____

Phone Number: _____

Education: School: _____ Grade Completed: 9 10 11 12
College: Freshman Junior
Sophomore Senior

Major or Field of Study: _____ Graduate Student

Are you volunteering with us to fill a school requirement? _____
If so, what type of requirement? (Internship, Grant, Practicum, Field of Study, ETC)

Number of Hours required? _____

What past volunteer experience do you have? _____

Special Training? _____

Any previous experience with battered women and children? _____

Why do you want to volunteer at Penelope House? _____

Are you interested in one or more of these areas? (please check)

- Children's Program
 Prevention Education
 Stuffing Packets
 Special Events
 Penelope's Closet

Other skills you would like to use? _____

Availability: Monday Tuesday Wednesday Thursday Friday
 Saturday Sunday

Times:

References: The people you put down will be called, must have known you for longer than 6 months, and not a relative.

Name	Address	Phone#
1. _____	_____	_____
2. _____	_____	_____

An automobile for use with your volunteer position is required for this opportunity. You may NOT have someone drop you off at any time!

In order to begin volunteering, Volunteer Coordinator will need:

- Completed Volunteer Application
- Two Completed Reference Letters
- Signed Confidentiality Form
- If over 18 – A Child Abuse and Neglect form must be filled out with the Volunteer Coordinator. (Call for more information)

Students that are filling this out for an **internship** will be required to submit and attend the following:

- A Resume
- A letter from a course instructor
- Attend a DV 101 course scheduled by Penelope House

Applicant's Signature: _____

Date: _____

Please return all completed paper work to: Penelope House
 Volunteer Coordinator
 P.O. Box 9127
 Mobile, AL 36691



PENELOPE HOUSE

CONFIDENTIALITY AGREEMENT

VOLUNTEER

I, _____ agree to adhere to the confidentiality policy of Penelope House Family Violence Center. I will not disclose the location of the shelter to anyone. I will not reveal information about the clients and/or children of Penelope House Family Violence Center.

SIGNATURE: _____ DATE: _____

ADDRESS: _____

PHONE: _____ (HOME)

_____ (WORK)

_____ (CELL)

I volunteer as a/an:

- Individual
- Part of a group

Group Name: _____



Date: _____

_____ is interested in volunteering with Penelope House, and it would be appreciated if you would complete this reference and return it as soon as possible. Any information that is provided will remain strictly confidential. Please use the back of the paper if more space is needed. Thank you!

How long have you known this person? _____

Is this person a business/professional, acquaintance, or personal friend?

Please comment on how you feel this person may be of help to Penelope House

What talents or skills do they possess that may best be utilized?

Do you know of any reason why we should **not** allow this person to volunteer at Penelope House? List any concerns:

Reference Signature: _____

Address: _____

E-mail address: _____

Phone Number: _____

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Revised 06/12/14