

VOLUNTEER/INTERN HANDBOOK



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Welcome to CCAR Industries!

Thank you for giving us this opportunity to introduce you to CCAR Industries! The information in this handbook will provide you with guidance related to a few aspects of your volunteer/intern position. **YOU** are a valuable part of our team and one of the keys to the success of our organization. We hope that you will embrace our spirit of cooperation and respect in order to provide the best care possible to the individuals we serve. Each person's contribution is vital to our success. If you have any questions, please do not hesitate to contact your site supervisor, the Director of Development or the Human Resources Director. We would be happy to assist you to the best of our ability.

History

In January 1954, a group of Coles County parents of children with intellectual disabilities began meeting to discuss the challenges that their children were facing. In April 1954, they formed the "Parent Group" organization. In September 1959, this group started the "New Hope Daycare Center" which merged with the Mattoon Public School System in the fall of 1967. In 1968, the "Parent Group" conducted a survey in Coles and Cumberland counties and determined that there was a need for specialized programs. As a result, they started a recreational and educational summer program.

In June 1969, the "Parent Group" filed their newly formed organization with the Illinois Secretary of State under the General Not-for-Profit Corporation Act, calling it "Coles County Association for the Retarded, Inc.". On November 17 of that same year, the agency began operating a pre-school, daycare, activities center, recreation program and offered diagnostic/evaluation services. In July 1970, the agency became a private, not-for-profit corporation. In 1992, the agency's Board of Directors formally adopted the more respectful name "CCAR Industries" to replace the outdated terminology. Contrary to popular belief, "CCAR" is no longer an acronym.

Today, CCAR Industries provides a comprehensive array of services for children and adults with intellectual and developmental disabilities. We offer 24-hour living support at agency-owned homes, community living support for those who live on their own or with families, vocational training, supported employment, and early intervention services. On an annual basis, we employ over 130 staff members. We provide services to over 200 adults and almost 200 children. Please visit our website at ccarindustries.org or review our brochure for more information.

Mission Statement

Our mission is to provide community-based services and supports that enhance the quality of life of East Central Illinois citizens with developmental disabilities and/or other functional limitations throughout their lifespan.

Values

Choice/Self-Determination, Individuality, Inclusion/Accessibility, Safety, Dignity, and Respect
Community/Family/Friends, Individual Rights, Diversity, Community Partnerships, Quality/

Effectiveness, and Corporate Responsibility.

POLICIES AND EXPECTATIONS

Administering Medications

Due to DHS guidelines, *volunteers and interns are not allowed to give consumers prescribed or over-the-counter medications*. Common medications that *are not allowed* for administration by unauthorized personnel include aspirin, acetaminophen, ibuprofen or antibiotic ointment. Several program consumers are allergic to these medications and giving these to them could cause a *severe reaction*. Please let staff know if a consumer has asked for or appears to need assistance.

Food & Beverages

We appreciate that our volunteers and interns, on occasion, like to bring food or help program consumers prepare food and beverages. However, we ask that our volunteers and interns *consult with staff before giving individuals food or beverages*. A few of the program consumers have food allergies. In addition, a few individuals require special diets due to medical issues and/or their risk for choking.

Alcohol, Cannabis and Drug-Free Workplace

The possession, consumption, purchase, sale, transfer or distribution of alcohol, cannabis or illegal drugs on agency property is prohibited. No individual shall be under the influence of alcohol or cannabis on agency premises or while working on agency business. Volunteers or interns using legal drugs (drugs for which they have a prescription) must be aware of potential effects such drugs may have on their judgment and/or ability to perform their duties. For example, will they cause drowsiness which could impair judgment or the ability to thoughtfully interact with program consumers?

Weapons Ban

Objects that could be used to do bodily harm to another person (including, but not limited to guns, ammunition, explosives, knives, clubs, electric shockers, metal knuckles, etc.) are not permitted in the agency's buildings, on our grounds or in our parking lots. Volunteers and interns are not permitted to carry weapons of any sort when in the presence of consumers.

No Smoking

Illinois bans smoking indoors and within 15 feet of any door or window. No smoking is permitted within the agency, in agency- owned vehicles or in the presence of consumers who choose not to smoke. This ban applies to cigarettes, chewing tobacco, cannabis and/or electronic cigarettes.

Confidentiality

All volunteers and interns are expected to strictly maintain the confidentiality of consumer information in accordance with Illinois and Federal laws. Whether someone currently receives or has received services is to be kept confidential, in addition to social, medical or other information that the individual may share. Photographs of program consumers may also reveal

their participation in our programs and are not permitted without the individual or guardian's signed consent. *We ask that volunteers/interns refrain from taking photographs of program consumers.* The rules of confidentiality apply to all verbal, written and electronic transmissions.

It is very important to remember that the highest level of care should be given to keeping consumer information confidential. Breach of consumer confidentiality is a violation of the law. Generally, consumer information cannot be released without the specific written consent of the consumer or a court order. Breaches in confidentiality will result in termination of your volunteer or internship position.

Use of Social Networking Sites

It is your obligation to safeguard the privacy, confidentiality and interests of CCAR Industries when using blogs and other social media applications. Our goal is to follow the laws related to consumer confidentiality. You may never post photos of consumers via your personal social network, including Facebook, Instagram, Twitter, or other sites. Sharing your personal information by befriending a program consumer on social media is discouraged.

Remember:

- Once you post something it can spread quickly and have unintended consequences.
- Do not post anything that you wouldn't say in-person or something you wouldn't want your mother to see.
- Treat others as you want to be treated. This will avoid pain and misunderstanding with your colleagues.
- Remember your obligation to keep all consumer information confidential. Sharing confidential information on a social networking site may be grounds for termination.

Use of the Agency's Name

You are not authorized to speak officially on behalf of the agency or to express agency views. We ask that you do not use the agency's logo or other representative markings unless given written permission by the Executive Director or his/her designee. Do not include the agency's name in the title or URL of a blog or social media site.

Harassment-Free Workplace

CCAR Industries *prohibits any form of discrimination or harassment* in regard to race, color, national origin, ancestry, religion, spiritual beliefs, sex (with or without sexual conduct), sexual orientation, marital status, age, physical or mental disability, medical condition, pregnancy, childbirth, protected activity (i.e., opposition to prohibited discrimination or participation in the statutory complaint process) or other characteristics protected under federal, state or local law. These are referred to as "protected status".

Our goal is to promote and to encourage diversity within our work environment. We strive for a culture of respect and acceptance of people's differences. CCAR Industries seeks to provide a work environment free from verbal, physical and visual (signs, posters, pictures or documents) harassment or behavior which may be offensive to others. No supervisor or other employee shall indicate in any manner, either explicitly or implicitly, that a volunteer or intern's refusal to submit to sexual advances will adversely affect that person's volunteer/internship position or any term or condition of that. Similarly, no employee shall promise, imply or grant any

preferential treatment in return for a volunteer or intern engaging in sexual conduct. The policy applies to unwelcome conduct directed to persons of the same or another gender. Any form of harassment should be reported to your supervisor or to the Human Resources Director immediately.

Personal Beliefs

Volunteers and interns shall not share their political or religious views with consumers in an attempt to persuade consumers to follow their views. Please remember that our consumers have the right to attend a program where they are free to their own opinions without pressure to conform to the beliefs of others.

No Solicitation

To avoid interference with our operations, no volunteer, intern, or outside entity is permitted to distribute literature or to solicit consumers or employees for any purpose on agency premises. Exceptions to the rule require Executive Director's approval.

Attire

It is the responsibility of each staff member to take into consideration the type of volunteer position that they have selected when selecting their attire. Sweatshirts, jeans, mid-length shorts, t-shirts and/or athletic shoes are acceptable. Clothing that is not recommended in the professional workplace would include halter tops, tank tops, house slippers, bare midriffs, camisoles, low cut tops, bib overalls, shirts with suggestive or offensive statements, mini-skirts or spaghetti straps.

Participation in manufacturing activities or working close to a production area during the course of the day may require additional safety-related clothing or shoe restrictions.

Interns may be subject to different attire protocols depending on both the requirements of the internship as well as the policies of the internship's governing institution.

Hazards

We will do our best to provide volunteers and interns with a safe environment and will instruct you about safe practices. Volunteers, as well as interns, have a responsibility to learn and follow the procedures that we have established to assure basic awareness of hazards in our workplace.

Attendance/Punctuality

In order to provide quality services and activities to our consumers, we need volunteers and interns to honor their commitment to be punctual on their scheduled days. The agency recognizes that situations may arise when a volunteer or intern needs to be absent or late because of an illness, accident or personal reason. It is important that you notify your volunteer or internship supervisor of unscheduled absences.

(Interns are responsible for tracking their attendance on their respective time sheets and obtaining the required signatures from the appropriate supervisors.)

Ethical Standards

It is the policy of this agency to adhere to the highest ethical and professional standards. This is critical if we are to retain the trust of our community and the people who we serve. Volunteers and interns are expected to embrace the agency's mission and work to see that it is implemented. All volunteer/intern activities are to be performed honestly, with integrity, respect, fairness, and in a good faith manner.

Interns are also expected to represent the institution the internship was attained through to the best of their ability. Additional codes of conduct from governing institutions also apply to interns and must be followed in conjunction with CCAR's code of conduct and ethical standards.

Obligation to Report

If you become aware of or suspect unethical or illegal behavior, it should be reported to your supervisor immediately. In addition, you will complete training modules on Rule 50 and Adult Protective Services reporting. The safety and care of our program consumers is our highest priority. If you witness or receive reports of abuse or neglect, please report this to your supervisor immediately and/or follow the appropriate reporting procedures.

Your Input

Your feedback is important! We ask that you complete our volunteer survey on an annual basis and upon terminating your volunteer position.

Additional input about an internship experience can be given to the Director of Development and/or the internship coordinator at the intern's governing institution.

Questions?

Please feel free to contact your site supervisor at (217) 348-0127. You may also phone the Human Resources Director at (217) 348-0127 ext. 405 or the Director of Development at (217) 348-0127 ext. 607.

ACKNOWLEDGMENT

I acknowledge receipt and review of the Volunteer/Intern Handbook.

I understand that I am responsible for reading these policies and understanding them. I have been advised to ask questions when I do not understand something in the policy or wish to have something explained. Should I have questions or concerns, I will seek clarification from my supervisor.

Volunteer/Intern Name

Volunteer/Intern Signature

Date