

Drug-Free Policy

Abigail's Arms – Cooke County Family Crisis Center recognizes drug abuse as an illness and health problems. We also view drug abuse as a potential health, safety, and security problem. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance on company premises or while conducting company business off company premises is absolutely prohibited. Violations of this policy will result in disciplinary action, up to and including termination, and may have legal consequences.

Entry upon Abigail's Arms – Cooke County Family Crisis Center or being at work with drug paraphernalia or under the influence of alcohol, drugs, or controlled substances, or any combination thereof, is grounds for discipline, up to and including discharge from employment. "Under the influence" is defined for purposes of this policy as being unable to perform work in a safe and productive manner; being in a physical or mental condition which creates a risk to the safety and well-being of the individual, other employees, the public or Abigail's Arms – Cooke County Family Crisis Center property; or having any detectable level of alcohol, drugs or controlled substances, or any combination thereof, in the body.

Any employee's or volunteer's refusal to submit to lawful security examination or to a search or inspection of his or her personal property located on Abigail's Arms – Cooke County Family Crisis Center premises, worksite, or facilities is grounds for discipline, up to and including discharge and/or grounds not to hire.

Employees and volunteers must, as a condition of employment, abide by the terms of the above policy and report any conviction under a criminal drug statute for violations occurring on or off company premises while conducting company business. A report of a conviction must be made within five (5) days after the conviction. (This requirement is mandated by the Drug-Free Workplace Act of 1988.)

Pledge Of Confidentiality

Confidentiality is defined as the assurance that access to information regarding clients, operations, financial position, programming or any associated material of Abigail's Arms Cooke County Family Crisis Center shall be strictly controlled, and that any violation of such control will be a breach of faith. It is explicitly understood that any agency information will not be used for purposes other than those intended by the agency. Abigail's Arms Cooke County Crisis Center shall be the custodian of any information pertinent to the business of the agency and is responsible for its proper use and protection. Identifying information concerning any board meeting, agency or employee/client material shall not be revealed to any outside person or entity without the permission of the Executive Committee. Such permission shall be obtained by written acknowledgement from the Executive Committee Board members.

While dealing with clients of Abigail's Arms - Cooke County Family Crisis Center, professional and ethical standards which govern the staff apply to volunteers as well. Always respect the confidentiality of all clients. The problems of a client (including their name, assailant if known,

spouse and children's names, addresses or details of their circumstances) are not to be discussed with anyone except those individuals who are directly involved in assisting that particular client. Always respect the confidentiality of staff and volunteers. Information about the staff and volunteers (phone numbers, addresses, etc.) should not be released no matter how reasonable the request seems.

Emotional Vulnerability of Clients

A victim is involved in an intensely traumatic situation which has left them frightened and disoriented. It is important to offer them support and guidance in dealing with the immediate crisis. It is equally important that you refrain from offering personal opinions and analyses of his or her circumstances, particularly during the first contact when you, the volunteer, has limited information. Well-intentioned advice, offered at a time when the client is confused and vulnerable, may result in his or her making an important decision without taking time to consider alternative courses of action.

I promise that I shall hold in confidence all pertinent information. I will not violate confidential relationships of clients, staff, or other volunteers of Abigail's Arms – Cooke County Family Crisis Center.

I will not remove from the office information without expressed permission any written records. I will return all information that I have gathered, together with any printed matter relevant to any and all cases to which I have been assigned, at the close of the case or if my service comes to an end.

I accept full responsibility for maintaining the confidential and private nature of all records and information. I understand that I am personally responsible and liable for any violation of this agreement. Violation of this policy is grounds for dismissal.

Volunteer Service Agreement

As a volunteer of this agency, I agree to conform to the policies and procedures of Abigail's Arms – Cooke County Family Crisis Center. I will respect the client's rights to confidentiality and will not discuss anything of a confidential nature with anyone other than the appropriate staff and volunteers. I agree that all services in which I participate will be provided without regard to race, religion, color, sex, national origin, or handicap.

If I am unable to serve when I am scheduled, I will notify the Volunteer Coordinator.

If I decide to discontinue my volunteer participation, I will notify the Volunteer Coordinator a minimum of two weeks prior to my termination.

I understand that if I do not abide by the policies and procedures of Abigail's Arms – Cooke County Family Crisis Center my volunteer services can be immediately terminated.

I will make proper use of the forms used for the documentation of incoming calls, both those applying to general information as well as crisis calls.