

Exodus Volunteer Program Policy & Procedure Manual



**EXODUS
REFUGEE**

The life ahead.

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SECTION 1. ORGANIZATIONAL BACKGROUND

Program History

Exodus Refugee has a long history of welcoming refugees and asylees from many countries, cultures, languages, faiths, and political opinions. Exodus began in 1981 with the mission to serve the legal needs of immigrants and Cuban refugees who had arrived as part of the Mariel boatlift in 1980. Since that time, Exodus has helped thousands of refugees from more than 50 different countries establish new lives in Indiana.

Mission Statement

Exodus Refugee Immigration is dedicated to the protection of human rights by serving the resettlement needs of refugees and other displaced people fleeing persecution, injustice, and war by welcoming them to Indiana.

Volunteer Staff Contacts

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SECTION 2. Volunteer Program Policies

Volunteer Bill of Rights

Volunteers are a respected and highly valued component to executing the mission of Exodus. As such, volunteers have the right:

- To be assigned (a) meaningful task(s).
- To be oriented, trained, and supervised during the duration of their activity.
- To ask questions about their task(s) and receive feedback about their performance.
- To offer input and feedback to the organization about the job(s) or task(s) they are performing in an effort to improve their situation and the needs of other volunteers.
- To be trusted with confidential information which may be necessary to fulfill their task.
- To expect that their time will be used efficiently and effectively.
- To be treated with respect and kindness at all times by every member of the organization for which they volunteer.
- To be thanked for the work that they do and not be taken for granted.

Eligibility Policy

Each volunteer candidate must meet the defined eligibility criteria if they are interested in individual or group commitments. Exodus Development Department staff are expected to understand all eligibility criteria required for volunteer participation.

Extenuating circumstances may be reviewed at the discretion of both the Volunteer Coordinator/Community Sponsorship Coordinator and Director of Development/Resettlement Director and acceptance may then be allowed with the written approval of the CEO and representative of the Board of Directors when all eligibility requirements are not clearly met. These instances are expected to be rare.

Volunteers must meet the following criteria to be eligible for matching:

- Be over 18 years of age. Volunteers who are under 18 years of age must be accompanied by a supervising adult.
- Live, work, or are regularly in Indianapolis or surrounding counties (example: Marion, Monroe, Boone, Hamilton, Hancock, Hendricks, Morgan, Johnson, Shelby County, etc.)
- Have a vehicle, provide proof of a valid operator's license, and current vehicle insurance for the following opportunities: Life Skills Mentor, Conversation Partner (if planning to provide transportation to clients), Teen Mentor, Co-Sponsor member, Transportation Volunteer
- For all other opportunities, volunteers must have reliable transportation and photo identification.
- Agree to the commitment as designated by the volunteer opportunity:
 - Housing Setups: Scheduled volunteering session (1 day)
 - Warehouse/Donation Sorting: Scheduled volunteering session (1 day)
 - Community Support Team (Indianapolis and Bloomington): 90 Days (3 months)
 - Life Skills Mentoring (Indianapolis and Bloomington): 6 months
 - Conversation Partnering: 6 months
 - ESL Volunteering: 6 months
 - Front Desk Volunteering: 6 months
 - Teen Mentoring: 9 months
 - Youth Tutoring Volunteering: 1 year
- Complete a volunteer application from the Exodus website. *
- Complete Refugee 101 Introductory Session, as well as the area specific training. Depending on the opportunity, different staff will facilitate the training sessions. Training processes are subject to the department where the volunteer will be directly supervised. *
- Complete and sign the Exodus confidentiality forms. *
- Pass the Criminal Background Screening Process *
- Sign a copy of the Exodus Volunteer Policy Manual to verify that the volunteer applicant has received the Manual and commits to uphold the requirements therein. *

* Warehouse/donation sorting is exempt from these requirements.

Non-Eligibility Clauses/Circumstances:

- Exodus will not accept any volunteer, and retains the right to close any match, in instances where information received through the volunteer's application and screening process is subsequently found to be false or misleading.

- Exodus will not accept any volunteer who fails to complete the screening process.
- Exodus reserves the right to reject any volunteer without providing reason or cause.

Screening Policy

Each volunteer candidate is required to complete a screening procedure. This will include (but may not be limited to) staff-led training sessions, in-person/virtual interviews by staff, and background checks. Exodus runs all background checks through SafeHiring Solutions*, which typically cost between \$20 - 25. Volunteers will not be reimbursed for the cost of paying for a background check. Background checks completed by other organizations will **not** be accepted in lieu of an Exodus background check.

Volunteers, except those assisting in one day warehouse/donation sorting activities, must complete these established minimum screening procedures:

Volunteer Screening Procedures

- Attend the Refugee 101 Session
- Complete a background check
- Complete an application from Exodus's website
- Pass driving record and gain copy of current driver's insurance coverage
- Must not possess driving infractions over the last three years.
- Pass criminal history: state criminal history, child abuse registry, sexual offender registry.
- Complete personal interview (if applicable to the volunteer opportunity)
- Sign a form certifying that the volunteer has read and is willing to abide by the policies found within the policy manual

Background Check Results

Volunteers have the right to request a copy of their background check from the Exodus Volunteer Coordinator and/or Community Sponsorship Coordinator. Exodus staff is not required to explain why a possible denial of volunteerism has taken place except where it is required by law. Results will be kept confidential in every circumstance that doesn't directly impact public safety or the safety of Exodus staff/clients.

The decision to accept an applicant into the program will be based upon a final assessment done by program staff at the completion of the volunteer screening procedure. Documentation of the screening process must be maintained for each applicant and documented in confidential files.

** SafeHiring Solutions is not a company owned by or linked to Exodus – therefore, all pricing conflicts are subject to be handled by SafeHiring Solutions. If a volunteer has issues with their background check or the financial cost associated with it, they are free to contact the Volunteer Coordinator or the Community Sponsorship Coordinator. However, it would be most effective to contact SafeHiring Solution directly at support@safehiringsolutions.com. In the event that the price of the background check is beyond the means of a volunteer applicant, they should reach out to the Volunteer Coordinator or the Community Sponsorship Coordinator.*

Training Policy

All volunteer candidates (except warehouse volunteers) are required to attend both the Refugee 101 training session as well as any secondary training related to the volunteer opportunity of their choosing. These trainings will cover basic program guidelines, safety issues, and communication/relationship building skills.

Matching Policy

The Volunteer Coordinator and Community Sponsorship Coordinator will follow the guidelines outlined in the match procedure before creating a client/volunteer match. The Volunteer Coordinator and/or Community Sponsorship Coordinator will do their best to use the following criteria to determine match suitability:

- Preferences of the volunteer and/or client
- Common interests
- Geographic proximity
- Cultural sensitivities
- Similar personalities
- Matching volunteer capacity to help with the client's presented need

Matches will typically be either male adult to male adult/youth, female adult to female adult/youth, or volunteer family to client family. However, there may be times where a volunteer match between people of different genders may occur depending on the availability of volunteers or the skills set presented.

Matching Procedures

Conversation Partner/Life Skills Mentors/Teen Mentors

1. The Volunteer Coordinator will collect the client's availability to meet with a volunteer who has completed all necessary screening. Then, the Volunteer Coordinator will evaluate the volunteer's skills sets, personality, preferences, and availability and the client's preferences and needs. Matches will be made using the following match suitability criteria:
 - Client preferences and needs
 - Volunteer preferences and needs
 - Common interests
 - Compatibility of meeting times
 - Geographical proximity
 - Similar personalities or traits
2. Once a potential match is identified, the Volunteer Coordinator will contact the potential volunteer to express the client's need and gauge the volunteer's interest. The Volunteer Coordinator will not identify the client when describing the opportunity to the potential volunteer. If the volunteer is interested, the Volunteer Coordinator set up a meeting between the client and volunteer.
3. The meeting will take place as scheduled. There will be introductions between both parties. The Volunteer Coordinator will go over the details of the volunteer-client relationship and the expectations of mutual confidentiality. Phone numbers and addresses are exchanged between the volunteer and the client.

Match Support and Supervision Policy

The Volunteer Coordinator will check in with volunteers monthly. The Community Sponsorship Coordinator will check in with groups each week or every other week. Exodus staff will gather information including the dates of volunteer activity, a description of activities, and an assessment of the success of the match from all parties' perspectives. In the case of match difficulties or concerns, appropriate discussion and intervention will be taken. If volunteers experience issues with the volunteer engagement or with the match relationship, they are expected to reach out to either the Volunteer Coordinator or the Community Sponsorship Coordinator as soon as the issues occur.

Confidentiality Policy

The Exodus Refugee Volunteer Program protects the confidentiality of its volunteers and the clients being served. Mutual confidentiality of all personal identifying information is expected of both the volunteer and the client matched. Volunteers should never share personal information about an Exodus client without the client's permission.

To provide a secure environment for both volunteers and client, it may be necessary to ask volunteers to divulge personal information about themselves, including:

- Information gained in application to and during volunteer participation
- Volunteer names, phone numbers, email addresses, and home addresses
- Gender identification (if needed for a match)

Limits of Confidentiality

Information from volunteer and client records may be shared with external individuals or organizations as specified below under the following conditions:

- Upon receipt of signed "release" forms from volunteers or clients.
- Volunteer names, photographs, videos, verbal statements etc. may be used in Exodus publications or promotional materials upon written consent of the volunteer.
- To be provided to law enforcement officials or the courts pursuant to a valid and enforceable subpoena.

- To legal counsel in the event of litigation or potential litigation involving Exodus Refugee - such information remains privileged information, and its confidentiality is protected by law.
- If a client or volunteer may be dangerous to or intends to harm him/herself or others.
- At the time a volunteer or client is considered as a match candidate, information is shared between the prospective match parties. However, *the full identity of the prospective match mate shall not be revealed at this stage*. Names and addresses are shared with match mates only after the involved parties have met and agree to be formally matched.

Safekeeping of Confidential Records

The Volunteer Coordinator and the Community Sponsorship Coordinator (along with the Director of Development and/or Bloomington Resettlement Director) are considered the custodians of confidential records. It is their responsibility to supervise the management of confidential information in order to ensure safekeeping, accuracy, accountability, and compliance with Board policies.

Violations of Confidentiality

A known violation of the agency policy on confidentiality by a volunteer may result in a written warning or disciplinary action such as suspension or termination from the program.

Transportation Policy

The Exodus Volunteer Program allows volunteers to transport clients in their own private vehicles if all the following criteria is met prior to transporting the client:

- Volunteers must use their own vehicle; all safety functions (including blinkers, headlights, brake and back-up lights, seat belts, tires, brakes, etc.) must be in good operating condition.
- Volunteers must possess a valid driver's license and present proof of auto insurance; a record of insurance will be maintained in the volunteer's file and will be updated on an annual basis as necessary.
- Volunteers must undergo a driving record check and not possess driving records for the last three years.
- Exodus requires that volunteers obey all traffic laws and use seat belts (and car seats if required) at all times.
- Volunteers must avoid taking medication or using any other substance that might impair driving ability.
- If a vehicular accident occurs while the volunteer is engaged in mentoring, it should be reported to the Volunteer Coordinator or Community Sponsorship Coordinator promptly.
- Volunteers must be willing to follow directives from Exodus if Exodus staff members advise against transporting clients for the sake of fostering self-sufficiency
- Volunteers are prohibited from allowing clients to borrow their personal vehicle

If any of the above policy is not followed, the volunteer will not be allowed to transport the client in a private automobile.

**Disclaimer: Exodus is not at fault or responsible for repairs, compensation, or reimbursement for any accidents, comprehensive damage, legal reprimand (citations/tickets/lawsuits), towing, or vehicle loss that occurs in during, en route to, or returning from Exodus volunteer engagement. Volunteers are responsible for all aspects of maintenance and care for their personal vehicles. Volunteers are responsible for everything that happens inside of and with their vehicle.*

Use of Alcohol, Drugs, Tobacco, and Weapons Policy

Volunteers and clients are prohibited from using drugs, consuming alcohol, or possessing firearms while engaging in any official volunteer activities. Any suspected violations should be reported to the Volunteer Coordinator or Community Sponsorship Coordinator as soon as possible.

Religious Affiliations and Proselytizing

As a secular and federally-funded 501(c)(3), Exodus prohibits volunteers from proselytizing to Exodus clients or staff. Volunteers who violate this policy may be subject to immediate dismissal from their service.

Volunteers are permitted to invite clients to social engagements (absent of observations of worship) or outings with those in their religious circle. If a client is interested in attending a religious service or learning more about a volunteer's faith background, the volunteer is free to objectively facilitate that experience and/or answer those questions. Volunteers who are unable to be objective should refer those conversations to the client's Exodus contact. All inquiries of faith practice must originate from the client. The only exception to this policy is when a volunteer initiates a conversation regarding religion as a means of learning to accommodate the client's culture and preferences.

If a client requests assistance in finding connections to their own faith community, volunteers may assist clients as appropriate.

Conflict of Interest Policy

Exodus's policies and procedures are made to complement Exodus bylaws and to prevent the personal interest of volunteers from interfering with the performance of their duties to Exodus, or result in personal financial, professional, or political gain on the part of such persons at the expense of Exodus or its members, supporters, and other stakeholders.

Conflict of Interest means a conflict, or the appearance of a conflict, between the private interests and official responsibilities of a person in a position of trust. Persons in a position of trust include volunteers.

Policies and Practices

Full disclosure shall be made by the interested volunteers to the Exodus Development Director in all conflicts of interest, including but not limited to the following:

- A volunteer is related to a board member or staff member by blood, marriage, or domestic partnership
- A volunteer stands to benefit from an Exodus transaction or receives payment from Exodus for any subcontract, goods, or services other than as part of her/his regular job responsibilities or as reimbursement for reasonable expenses incurred as provided in the bylaws and board policy
- A volunteer is a member of the governing body of a contributor to Exodus.

Following full disclosure of a possible conflict of interest or any condition listed above, the Development team shall determine whether a conflict of interest exists and, if so, what action should be taken.

Discipline Procedure

Step 1: Verbal/Written warning

At the first instance of a volunteer's violation of program policy, the volunteer will have a discussion with the Volunteer Coordinator and/or Community Sponsorship Coordinator. After a discussion of the incident in question, a reminder to uphold Volunteer Program policy will be provided, along with a request to cease the behavior that resulted in the infraction. The Volunteer Coordinator and/or Community Sponsorship Coordinator will also require the volunteer to read the Volunteer Program Policy and Procedure Manual so that no other policies are infringed upon. If the volunteer has misplaced their first copy, Exodus staff will provide a new one at the time of discussion.

This verbal communication can take place in-person or over the phone. For the sake of documentation, the details of each warning will be documented in an email, with the volunteer and the Director of Development and/or the Bloomington Resettlement Director copied to the email.

Step 2: Meeting with Volunteer Coordinator/Community Sponsorship Coordinator and Director of Development

If another violation of program policy occurs, even if the second infraction differs from the first infraction, a formal meeting will take place between the volunteer, the Volunteer Coordinator/Community Sponsorship Coordinator, and the Director of Development and/or Bloomington Resettlement Director.

During the conversation, the policy that was broken and the incident will be discussed. A formal action plan will be created for the volunteer to avoid further policy violations. This action plan will be created in cooperation with the volunteer. This written action plan will be signed by all parties present and kept in the volunteer's file.

Step 3: Formal Release from Volunteering

If violations of policy persist, or if a single incident is especially egregious, then the volunteer will be released from volunteering with Exodus.

Volunteer Grievance Policy

A volunteer may file a grievance in response to any action or situation related to the services/actions of Exodus Refugee if he/she/they feel that a formal process is necessary for the successful resolution of the matter.

Volunteers are encouraged to work out the situation in an informal fashion if at all possible with their direct supervisor, but this is not necessary before filing a written grievance. Volunteers can file a written grievance with the Exodus CEO as soon as possible after the matter arises (within 15 business days). If the grievance involves the CEO it should be directed to the President of the Board of Directors. Should the volunteer be unsatisfied with Exodus's response to a grievance, an appeal may be filed with the President of the Board of Directors.

Closure Policy

Exodus will offer all volunteers a way to provide feedback on their experience and officially have closure to their volunteer commitment. The Volunteer Coordinator and/or the Community Sponsorship Coordinator will reach out to the volunteers to confirm the official end of the volunteer commitment. This will occur via email for the purpose of documentation.

Exodus's goal is to foster genuine relationships that cultivate our clients' integration into the community. Therefore, while official commitments have a beginning and end date, enduring relationships between clients and volunteers are encouraged as long as there is mutual consent.

Volunteers who close out of one opportunity are welcome to notify the Volunteer Coordinator or Community Sponsorship Coordinator if they are interested in another opportunity.

Circumstances for Closure

Closure can occur for any number of reasons, including (but not limited to):

- The contracted match duration has reached the end of its timeline
- One or both participants do not want to continue the match
- There are changes in life circumstances of either the volunteer or client
- An individual no longer meets the requirements for program participation
- There is a disciplinary situation with either the client or the volunteer that could not be rectified through the disciplinary grievance process

After a match closure, though volunteers are welcome to pursue another volunteer opportunity, no volunteer is entitled to another opportunity. It is left to the discretion of the Volunteer Coordinator and/or Community Sponsorship Coordinator (in collaboration with the Director of Development) whether an individual or group will be reassigned to another match in the future based upon past participation performance and current goals and needs of the program.

SECTION 3. Volunteer Engagement Policies

Conflict Resolution

1. Though both the Volunteer Coordinator and Community Sponsorship Coordinator conduct check-ins as often as they can, if conflict or issues do arise during the course of the volunteer engagement, it is the responsibility of the volunteer to alert Exodus staff.
2. The general process for resolving problems will follow the IDEAL model that includes:
 - Identify the problem and have a clear, shared understanding of that problem between the volunteer, client(s), and/or Exodus Staff member.

- Develop alternative solutions that could address the problem.
 - Evaluate the strengths and weaknesses of each solution.
 - Act on what is mutually decided to be the most effective solution.
 - Learn from the situation and consider if there are way to prevent the problem moving forward.
3. When a match problem involves a lack of contact on the part of the volunteer or client, the Volunteer Coordinator and/or Community Sponsorship Coordinator will attempt to contact the non-communicating party to seek out any barriers of communication. Exodus staff will determine if it is still viable to continue the match.
 4. If a problem continues, the Volunteer Coordinator and/or Community Sponsorship Coordinator should consult with the Director of Development, Exodus's CEO and/or community resources to make a plan to address the problem. This plan will then be discussed with the client(s) and/or the volunteer. If a violation of Exodus Volunteer Program Policies are involved in the issue, the Program Disciplinary Policy may need to be followed.
 5. If the problem cannot be resolved, formally closing the match may be necessary. At that time, it will be determined if either or both parties are suitable for another match in the future.

Domestic Violence

If a volunteer is witness to or becomes suspicious of domestic violence during the course of their volunteer engagement, they must report this suspicion or incident to **Exodus staff** by phone *immediately*. Volunteers should not report the issue to a domestic violence hotline, and should allow the victim/survivor of the situation to take the lead in reaching out to domestic violence resources.

After reporting, for legal reasons and to respect the client's right to privacy in sensitive matters, no updates will be provided to volunteers unless relevant to safety or the continuation of their volunteer engagement.

If a client's child witnesses domestic violence between two adults, that incident must be reported as child abuse to CPS. Volunteers are responsible for making such reports when children either witness or are directly involved. Volunteers should use local hotlines for their area and consult with Exodus staff on how to go about reporting child abuse or neglect to CPS as soon as possible.

Boundaries and Client Self-Determination

Refugee resettlement is a high-stress and emotionally taxing line of work, serving various demographics in a multi-cultural environment and providing high levels of trauma-informed care. Therefore, strong personal and professional boundaries with Exodus clients are important.

Categorical examples of boundaries include, but are not limited to:

- Time
- Money
- Energy
- Communication tone
- Communication frequency
- Decision-making
- Physical touch
- Resources
- Gifts
- Advocacy (speaking up versus speaking for)
- Personal values
- Goals
- Family dynamics
- Personal and sexual health
- Confidential information (such as personal identifying information, financial information, passwords, contact information, etc.)
- Financial decisions
- Property sharing
- Faith and religion
- Cultural sensitivities

- Trauma-informed interaction

Personal and professional boundaries are necessary to preserve the volunteer's and the client's mental health and also to participate in the client's journey to self-sufficiency. It is volunteers' responsibility to teach and empower clients **without** invading the client's sense of autonomy.

Boundaries are expected to be upheld and respected by both volunteers *and* clients. Both parties have the right and responsibility to say "no" to any requests made that they feel are inappropriate or beyond their capacity. Boundaries communicate respect for the other's capacity for self-determination and relieves pressure from having to fulfill inappropriate expectations. Volunteers and clients should evaluate their motivations, biases, and goals to establish and uphold boundaries.

Volunteers are encouraged to reach out to Exodus staff to see what resources are available to overcome various challenges. Volunteers are free to contact the Volunteer Coordinator if they have any questions or need advice on how to navigate a certain issue.

Power Dynamics

It is important for volunteers to realize that, regardless of good intentions, there is an unequal power dynamic that exists between a volunteer and a client. The volunteer is the one providing support, and the refugee client/family is the one receiving support. It is essential to keep this in mind and evaluate if any suggestions or activities reinforce an unequal power dynamic or rob the client of dignity.

Please avoid suggesting and/or promoting engagements that could potentially create a conflict of interest for the client and affect their confidence in expressing autonomy. Examples of this could include (but are not limited to):

- Offering an employment opportunity for a personal event
- Offering a personally owned ride-sharing service to meet a refugee family's basic needs
- Loaning a personal vehicle as a client's source of transportation

It is also the volunteer's responsibility to say "no" if they are asked by the refugee individual or family to provide a support that would inevitably lead to an unequal power dynamic or sense of dependency.

Romantic Relationships with Exodus Clients

Under absolutely no circumstances will volunteers be permitted to initiate or engage in a romantic relationship with an Exodus client. This establishes an unethical power dynamic between the volunteer (one who offers support) and the client (one who receives support). Sexual relationships of any kind, for any duration, are strictly forbidden within the Exodus Volunteer Program.

Mutual consent of any such relationship **will NOT** lead to an exemption from this policy. All "quid pro quo" ("This for That") romantic or sexual relationships are forbidden.

Volunteers who violate this policy will no longer be eligible to participate within the Exodus Volunteer Program. Volunteers and clients alike who violate this policy with a minor will be referred to law enforcement.

If a volunteer suspects that a romantic relationship is taking place or receives solicitation from a client, it is the volunteer's responsibility to tell the Volunteer Coordinator immediately. Clients will also be told that it their responsibility to report any suspicion or solicitation coming from an Exodus volunteer.

Cultural Awareness

Exodus Refugee Immigration serves refugees, immigrants, and asylees from all around the world. Our clients bring their experiences, cultures, food, languages, religions, and wardrobes with them as they build a new life in our country. Volunteers will be equipped as best as possible through Exodus training sessions to be prepared to appropriately engage our clients to accommodate their culture.

Exodus staff will provide cultural background resources as much as possible to volunteers depending on what is available. Exodus staff may also point volunteers to trusted resources either online or in the community to provide materials and tips

for interaction with people from different cultures. Volunteers are encouraged to directly ask clients what they are comfortable with rather than making assumptions.

Though our clients are learning to adjust to life in America, volunteers should keep in mind that Exodus clients are not obligated to adopt American values. Exodus clients are free to maintain their values from their cultural background – at Exodus, we believe that this diversity of perspectives and values is what make our country a great place to live. We ask that volunteers, regardless of cultural or political persuasion, respect this diversity of thought and practice. Exodus staff is always open to discuss and assist volunteers in learning how to behave in ways to honor such diversity.

Equity in Volunteerism

Exodus Refugee serves a wide variety of clients from all over the world. Regardless of where a person comes from, each individual/family comes with their unique level of support needs. It is by the degree of support need, not by ethnicity or demographic, that Exodus uses to prioritize the matching needs of client.

We ask that, as much as possible, volunteers refrain from allowing media exposure and bias to be the sole motivator for desiring to participate in refugee resettlement volunteering. Though some conflicts may get mainstream media attention, it is Exodus's stance that we should not forget that there are many conflicts around the world and people who need help building a new life.

Stating preferences of working with certain refugee populations over other refugee populations borders on discriminatory practice, and will thereby not be tolerated within the Exodus Volunteer Program. Any volunteer or volunteer group that refuses to work with a client or client family from any particular demographic (whether that be for reasons of race, religion, family composition, age, gender, sexual orientation, etc.) will risk not being matched with a client to support at all.

Childcare

Volunteers are not permitted to serve as caretakers or babysitters for refugee children while their parents and/or legal guardians are not present in-person unless there are exceptional circumstances. In all circumstances (including when driving refugee children), there cannot be less than two volunteers present with the children, and the volunteers must have the permission of the parents. Volunteers can also watch refugee children during an Exodus event, in which case the event would take place at the Exodus office and staff members would provide supervision. Individual volunteers are not permitted to be left alone with refugee children for any period of time unless they are participating in the youth mentoring or tutoring program. Volunteers must receive express consent from the refugee child's parents/legal guardian before transporting refugee children for any distance.

Exodus/Volunteer Relationship

Exodus values the relationship between staff and volunteers and appreciates everything that they do to support the organization's mission.

Exodus staff are always willing to take suggestions from volunteers, but volunteers should be aware that Exodus may not always make decisions volunteers agree with. Both volunteers and staff should demonstrate patience and flexibility while navigating the complex refugee resettlement process.

If any problems arise, we ask that volunteers work together with Exodus staff members (either the Volunteer Coordinator, Community Sponsorship Coordinator, and/or Director of Development) to rectify those issues and follow Exodus's guidance about what actions to take to help resolve situations.

Offering Extra Gifts/Support to Clients

Volunteers should not provide monetary gifts, including cash and/or checks, to clients. Giving money directly to clients contributes to unequal power dynamics between clients and volunteers. Funds that are raised to provide direct support to families should be spent in consultation with Exodus staff. That said, there are circumstantial exceptions to this policy, particularly when Community Support Teams are involved. In those cases, gift cards may be provided after consulting with Exodus staff members. For example, a community support team may purchase an Uber gift card to help a refugee client make it to work, or may purchase a gift card to help their family purchase new shoes or school supplies. On the other hand, individual mentors and volunteers should not feel obligated to spend their money directly on clients, even if asked by clients.

Material gifts should only be given with client permission. Volunteers should feel free to say “no” to any requests from clients that are deemed as unreasonable, beyond the capacity of the volunteer to provide, or would inhibit a client’s journey to self-sufficiency.

Volunteers and community support teams should not provide any of the following to clients without consultation with Exodus staff:

- Automotive vehicles (cars, vans, trucks, road-legal motorized scooters, motorcycles, etc.)
- Houses
- Cable services
- High-speed internet services
- Gym memberships
- Zoo memberships
- Museum memberships

If a volunteer is not sure if a gift is appropriate, they should consult an Exodus staff member prior to offering the gift to the client or discussing it with them.

Volunteer Engagement with Housing

Exodus Refugee makes continuous and diligent efforts to ensure that clients are housed in apartments, townhouses, or homes that are as clean and safe as possible. If volunteers are concerned about a household condition, they are free to submit those concerns to the Volunteer Coordinator or the Community Sponsorship Coordinator. We ask that volunteers refrain from engaging with housing matters beyond the submission of a complaint of housing conditions. It is inappropriate for volunteers to attempt to engage housing managers or landlords on the behalf of the family. Volunteers will not be entitled to updates on maintenance issues and solutions – those updates will be provided to the clients directly.

Exodus Housing Department staff will take point on all maintenance issues or housing condition follow-ups with the appropriate personnel on those housing units. The Exodus Volunteer Program views the Exodus Housing Team as the experts on housing situations and the chief point of contact for rectifying any issues. We ask that volunteers respect the final decisions of our housing team.

Volunteers should encourage clients to advocate for themselves regarding any housing conditions, housing prices, or other housing terms that the client(s) would like to discuss with landlords, housing managers, or Exodus Refugee.

Volunteers and community support teams should not sign a lease on behalf of a client.

Equal Opportunity Policy

Under Federal law, Exodus does not discriminate on the basis of race, color, religion, sex, sexual orientation, or national origin. Exodus upholds Title VII of the Civil Rights Act of 1964, as amended, which prohibits discrimination in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral and other aspects of employment, on the basis of race, color, religion, national origin, or sex (including pregnancy). Religious discrimination includes failing to reasonably accommodate a volunteer’s religious practices where the accommodation does not impose undue hardship on Exodus or result in religious proselyting. Exodus is committed to equal opportunity in volunteering. Exodus recruits qualified persons on the basis of merit without regard to race, color, religion, national origin, sex, age, ancestry, marital status, sexual orientation or identity, disability, medical status, military or veteran status, or any other protected class as set forth under applicable state and federal civil rights laws. Recruitment decisions will be based on the individual’s qualifications to perform the task offered.

It is the policy of Exodus to:

- Follow procedures that will ensure equal opportunity for all people without regard to race, color, religion, national origin, sex, age, ancestry, marital status, sexual orientation or identity, disability, medical status, military or veteran status, or any other protected class.
- Make reasonable accommodations wherever necessary for all volunteers with disabilities, provided that the individual is otherwise qualified to perform the major functions of the job.
- Thoroughly investigate instances of alleged discrimination and take corrective action if warranted.

If you have any questions regarding our equal opportunity policy, or if you believe you have in any way been discriminated against, contact the Volunteer Coordinator immediately. If you cannot discuss the matter with the Volunteer Coordinator, please contact the Exodus CEO or the Board President.

Harassment-Free Environment Policy

Exodus is committed to fostering a service atmosphere for clients, staff, and volunteers free of all forms of harassment, including sexual harassment. It is the policy of this agency to regard any unlawful harassment of Exodus employees, clients, and/or volunteers as a serious matter. Unlawful harassment of any kind, including sexual harassment, is prohibited.

Harassment Definitions

“Sexual harassment”, but is not limited to, the following:

- Unwelcomed sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:
 - Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's reception of volunteer service/client experience, or
 - Submission to or rejection of such conduct by an individual is used as a basis for volunteer support decisions affecting such individual, or
 - Such conduct is severe or pervasive and has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or abusive environment.

Conduct within the definition of unlawful sexual harassment may include, but is not limited to:

1. Unwelcomed physical contact of a sexual nature such as patting, pinching, or unnecessary touching.
2. Overt or implied threats against an individual to induce him or her to perform sexual favors or engage in unwelcomed sexual relationships.
3. Verbal harassment or abuse of a sexual nature, including intimating by way of suggestion a desire for sexual relations or the making of jokes or remarks of a sexual nature to or in the presence of an individual who finds them offensive.
4. Use of sexually suggestive terms or gestures to describe an individual's body, clothing, or sexual activities.
5. Displaying, printing, or transmitting offensive sexually suggestive pictures or materials in the workplace or volunteer environment.

Harassment Complaint Procedure

Any volunteer(s) who believes that he/she/they has been subjected to any form of unlawful harassment in the workplace has a responsibility to report the matter. Any Exodus client(s) who believes that he/she/they has been subjected to any form of unlawful harassment by Exodus staff, interns or a volunteer has the right to report complaints. Any complaints of unlawful harassment should be made to the CEO. A volunteer need not contact anyone that the volunteer believes to be an involved party. All complaints of unlawful harassment should be made within 60 days of the alleged harassment.

If a complaint involves the CEO, the complaint should be made directly to the President of the Board of Directors. For such complaints, the requirements specified for the CEO in the remaining paragraphs of this policy shall not apply. Instead, the Board President shall investigate the complaint and make a report to the full Board.

All complaints shall be confidential to the extent possible. The CEO or Board President will make written findings and a written determination. If the CEO or Board President finds that the complaint is unsubstantiated, the complainant and the alleged offender shall be advised of the right to appeal the decision to the Board of Directors. The appeal must be made within 30 days of receipt of notice to the complainant.

If the CEO finds that there is a basis for the complaint, the CEO shall take the appropriate remedial action, including but not limited to suspension or termination. Exodus encourages and expects volunteers to immediately report any incidents of perceived unlawful harassment and to cooperate with any investigation of a complaint of unlawful harassment. Exodus prohibits any retaliation against any volunteer for filing a complaint of perceived unlawful harassment or participating in the investigation of such complaint.