

# **REAL LIFE COMMUNITY SERVICES**

## **VOLUNTEER HANDBOOK**

**Revised March 2020**

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## ABOUT REAL LIFE COMMUNITY SERVICES

We are a nonprofit 501c3 REAL Life Community Services with a purpose to reach at-risk youth and help families in need in our community. Our mission is to “provide caring support and quality services that impacts the lives of those we touch and leads them to Christ”! We serve our community in a variety of ways with programs designed to make a difference. It’s our desire to help those in our community who struggle to provide for their family’s basic needs. We see a direct correlation between at-risk youth and families in need, so we feel it’s our responsibility to help those families develop strong relationships, life and social skills, etc. We provide services, support groups, and training to these families to help them get in a better position to succeed in life.

### HISTORY

2008 – Rod Redcay started volunteering at different school events and activities.

2010 – Rod gathered a Board of Directors and started the process of forming the REAL Life Community Services formerly known as R.E.A.L. Youth Ministries. R.E.A.L. was an acronym for “relational evangelism affecting lives.” The first board members were Rachel and Kris Zajac, Brad and Sarah Sauder, Deryl Hurst, Steve Goble and Administrator Redcay.

2011 – R.E.A.L. Youth Ministry received its confirmation from the IRS that it was a 501© 3 REAL Life Community Services.

2012 – Kevin Eshleman came on the Board of Directors as the President of the board.

2014 – The Denver Bible Church dissolved and gifted their church building and parsonage to the ministry for \$1. The building was renovated and became the Lighthouse Youth Center on October 15, 2014. The parsonage was quickly adapted to use as a home for women coming out of the Good Samaritan Women’s Shelter in Ephrata.

2015 – Bill Landis, Director of YWAM Caribbean, asked Rod to start praying about the Denver House, which was located across the street from the new Lighthouse Youth Center. The building, a 27 room hotel/bar, was built in 1863 and was once the most beautiful building in Union Station, PA. It had since deteriorated into a very seedy, dangerous place, with the highest police call volume in the Cocalico area. Rod organized a group of prayer warriors to pray for the property and, in February of 2016, the bar closed.

At that same time, the Board of Directors saw that the ministry was doing more and more work with the families of the youth in the community and officially changed the name to REAL Life Community Services.

2016 – Rod met Ray D’Agostino, of Lancaster Housing Opportunity Partnership (LHOP) and they discussed the possibility of turning the recently closed Denver House into something of more value to the community. They decided to convert the property into 10 affordable apartments,

3 commercial/retail spaces on the street level, a satellite office for Welsh Mountain Health Services, and finally, official offices for the ministry.

2017 – The Denver House Project officially became the property of REAL Life Community Services and LHOP, and the dream of the Declaration House was born. Demolition unofficially began in November, with over 200 volunteers coming out on Saturdays to remove 27 dumpsters of trash and debris left from the previous owners.

2018 – In February, REAL Life signed the papers to purchase the building portion of the property and groundbreaking was held September 17.

2019 -The Declaration House was officially opened to the public on August 27<sup>th</sup>, 2019.

#### VISION STATEMENT

REAL Life Community Services will provide support and quality services to impact the lives of those we touch and leads them to Christ.

#### MISSION STATEMENT

We do everything possible to connect the community to hope through partnerships, collaborations, and building relationships.

Our organization is guided by six core values

1. **Centered on Christ** – showing the love of Christ to those we serve by meeting their spiritual needs.
  2. **Purposeful Relationships** – Consistently showing compassion through caring, trusting, and valuing people.
  3. **Meeting Physical Needs** – Reducing poverty, homelessness, food insecurity, and providing training and education in Northern Lancaster County.
  4. **Meeting Emotional Needs** – Providing security, significance, acceptance, and community.
  5. **Collaboration** – Bringing together people, organizations, and opportunities to mobilize resources.
- Integrity** – Being honest, accountable, and trustworthy in all that we do.

## STATEMENT OF FAITH

To preach the good news of God's way of salvation provided in His only Son, Jesus Christ to our neighborhoods, cities, country and the world; that all men may have an opportunity to receive the gift of salvation which is given solely by God's grace through faith in Jesus. Matthew 28:18f; Ephesians 2:8,9

To help those who have heard the Gospel to understand the meaning of God's grace, that they may constantly bear fruit that will remain for our Heavenly Father. Colossians 1:6

To reveal the Love of God in all its fullness. Ephesians 3:14-21; 1 Timothy 1:5

To strengthen the family unit so that each family will be a living reality of the power of the Gospel, providing the healing presence of Jesus to other marriages in their community. Matthew 5:14-16; 2 Corinthians 1:3-4

To give the believer clear and logical reasons for their faith, that they will be prepared to give the best witness to the reality of Jesus Christ and the understanding of the meaning of God's grace. 1 Peter 3:15

To see each believer mature to the unity of the faith; seeing their role in the Body of Christ and the importance of fulfilling that role. Ephesians 4:11-16; 1 Peter 4:10-1

To see the believers united in a bond of love that the world may know that Jesus was sent by the Father. John 17:21; John 13:34,35

**WE BELIEVE** the Bible to be the inspired, infallible, and authoritative Word of God. The Holy Spirit moved upon the writers of the Old and New Testament and inspired them as they wrote the Words of God.

**WE BELIEVE** that there is One God, eternally existent in three personalities: Father, Son, and Holy Spirit. **GOD the Father** – Creator of all things. By His Word all things were created and through the power of His Word all things are held together. He sent His Son Jesus to redeem mankind unto Himself. **Jesus Christ** – is the only begotten Son of God, conceived by the Holy Spirit, and born of a virgin. He lived a sinless life, and performed many miracles. He redeemed us by His atoning death through His shed blood, He ascended to the right hand of the Father, and He will personally return in power and glory. There is no other name given under heaven by which man must be saved. **Holy Spirit** – inspired the writers of the Bible, convicts the world of sin, teaches us all things, and brings to our remembrance the Word of God.

**WE BELIEVE** in the total inability of man to save himself and is in need of a Savior. Mankind can only be saved through a complete commitment of himself or herself to Jesus Christ as Savior and Lord with that one then being regenerated by the Holy Spirit.

**WE BELIEVE** in the present infilling of the Holy Spirit to all believers who desire it. The Holy Spirit's ministry to the body of Jesus Christ is power to live and witness and to go forth to proclaim the gospel and to make disciples. Power for us to cultivate a Christ-like character through the

*Fruit of the Spirit* and to build up and to mature the church through the miraculous gifts and ministries in this present day.

**WE BELIEVE** in the church as a body of believers brought together by the Holy Spirit as a visible part of the body of Christ, who faithfully proclaim the whole Word of God, properly administer the sacraments, and humbly submit themselves to discipline, all for the glory of God.

**WE BELIEVE** that every man and woman shall give an account of all their deeds in this earthly life before the judgment seat of Christ. Those found with their names in the Lamb's Book of Life will be with God in His glory, those without their names written will be eternally separated from God and tormented.

### **101 Criminal Background Check Requirement**

All volunteers are presently to pass two separate criminal background checks; the PA State Police criminal background check, and the Child Abuse background check. These must be updated every five (5) years. Should a Volunteer perform any act, or have a credit or criminal history which renders him or her not able to pass one or any of these background checks, termination of service will be necessary.

### **102 Conflicts of Interest**

Volunteers of REAL Life Community Services have a responsibility of fidelity and fairness to REAL Life Community Services. They may not engage in activities which conflict with or violate this responsibility. Volunteers have the responsibility to disclose and refrain from any activity that might reasonably affect the judgment they exercise on behalf of REAL Life Community Services.

### **103 Participation in Political Matters**

REAL Life Community Services' volunteers are, when acting as private citizens, free to engage in political affairs, including participation in election campaigns. Such participation must be on their own time and with their own resources and facilities. All volunteer activities, however, must be carried out in a manner that maintains public confidence in REAL Life Community Services as an independent non-partisan REAL Life Community Services dedicated exclusively to charitable and educational purposes.

### **104 Adherence to REAL Life Community Services Mission Statement**

All Volunteers will sign a contract stating that any RELIGIOUS/CULTURAL/SOCIAL ACTIVITIES organized by the Volunteer will not CONFLICT with this statement.

### **105 Privacy of Social Security Numbers**

As required by law, Volunteer social security numbers will be held confidential to the extent practical, and will be maintained by the Administrator in a secure location. Access to Volunteers' social security numbers will be limited to those with a legitimate business need to know (for example, preparation of W-2 forms, enrollment in health insurance programs, etc.) Any Volunteer accessing the social security number of another Volunteer without the express authorization of the Administrator, will be disciplined. Any documents which contain social security numbers of Volunteers or any other individual that are to be disposed of, must be shredded.

### **106 Disability Accommodations**

REAL Life Community Services is committed to complying fully with the Americans with Disabilities Act (ADA), ensuring equal opportunity in Service for qualified persons with disabilities. All Service practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide qualified persons with disabilities meaningful Service opportunities. Upon request, job applications are available in alternative, accessible formats,

to assist in completing the application. Pre-Service inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all qualified individuals with known disabilities unless doing so would result in an undue hardship. All Service decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual. Volunteers with a disability requiring accommodation must notify the Executive Director in writing immediately, but not later than 182 days after the need for accommodation becomes known.

### **107 Confidentiality**

The protection of confidential information is vital to the reputation and the success of REAL Life Community Services. Such confidential information includes, but is not limited to, the following examples:

Family addresses, phone numbers, social security numbers, wage information and medical history  
Student addresses, phone numbers, social security numbers, scholastic records and family information.

All such information that REAL Life Community Services Volunteers receive in the course of Service, including information received from co-workers, grant applicants, board members, and board committees, is to be held by the Volunteers in the strictest of confidence, unless a matter of public record or specified otherwise by the Executive Director.

Volunteers who improperly use or disclose confidential information will be subject to termination of service, even if they do not actually benefit from the disclosed information.

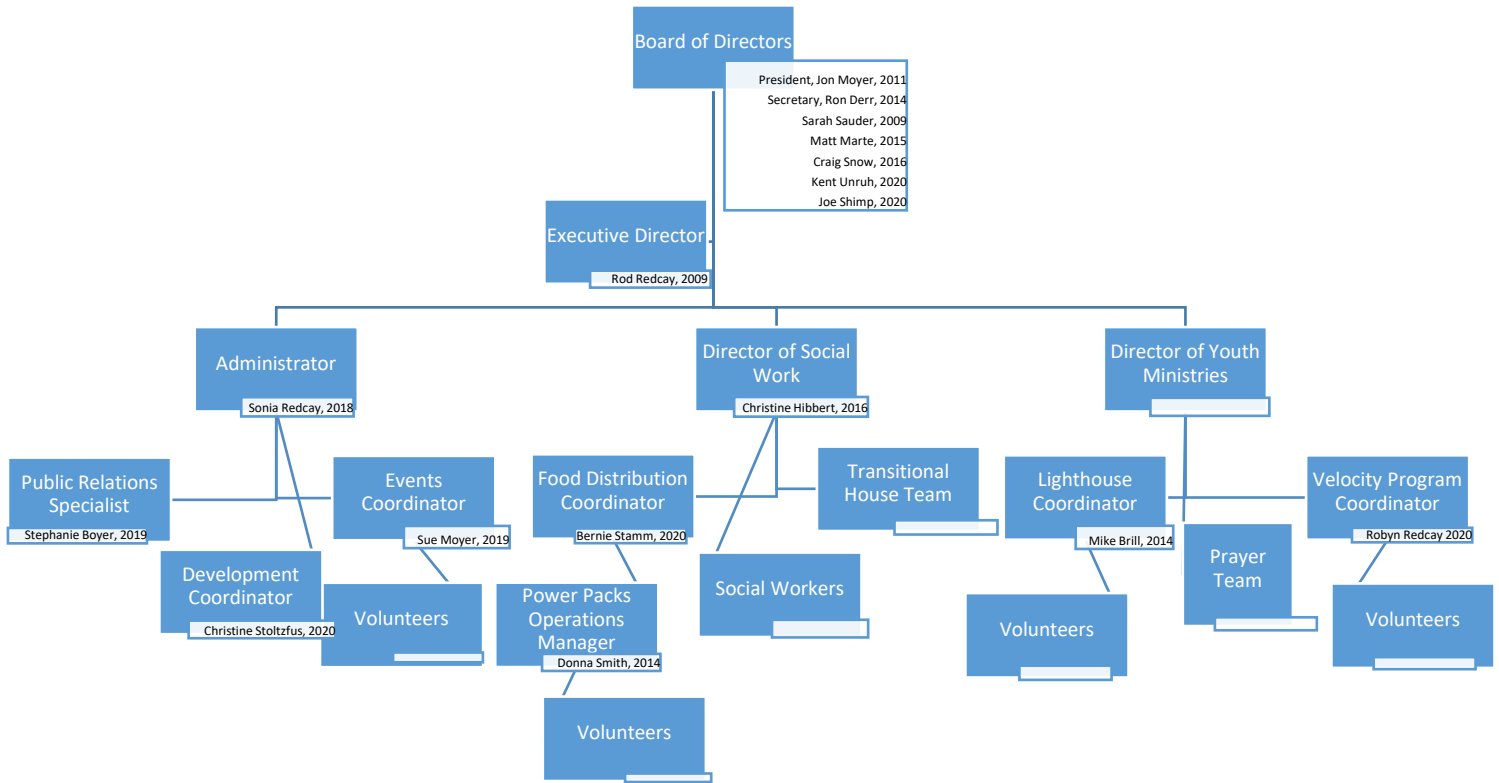
Upon termination of service, a volunteer may not remove any confidential information from REAL Life Community Services offices and must return any confidential information in his/her possession.

\_\_\_\_\_  
**Volunteer Signature**

\_\_\_\_\_  
Date



# 108 REAL Life Community Services Organizational Chart Structure



## 109 Procedures for enlisting volunteers

Interested parties will be required to complete an informational form, listing previous experience with ministry, Christian testimony, and contact information. At least two references are required, along with submission of criminal clearances, child abuse clearances and completion of volunteer training.

## 110 Volunteers – Criminal Clearances

Prior to any contact with clients and/or youth, all volunteers must submit the correct paperwork, showing that they have passed all legally required criminal clearances, as required by the Commonwealth of Pennsylvania.

- Clearances that have been obtained in Pennsylvania within the past 12 months are acceptable and considered current.
- Clearances obtained for employment purposes are acceptable for volunteer purposes.
- Clearances obtained for volunteer purposes are **not** acceptable for employment purposes.
- New/potential Volunteers must:
  - Submit current clearances before starting Service or show proof of applying for clearances and sign a disclosure statement before starting Service on a provisional basis.
- Volunteers presenting clearances within the past 12 months need to affirm that nothing has changed since obtaining the clearances. (The updated disclosure statement for provisional Service is used for this purpose.)
- The provisional hiring period is still 90 days.
- Volunteers are required to report changes in clearances status within 72 hours.
  
- A Child Abuse Clearance can be obtained through the [CHILD WELFARE PORTAL](#).
- A Pennsylvania State Police Request for Criminal History Check can be obtained [HERE](#). For more information, visit [KEEP KIDS SAFE](#).

## 111 Dress Code Policy

REAL Life Community Services' objective in establishing a dress code is to permit volunteers to work comfortably, but safely within the ministry environment. Volunteers must project professionalism at all times, as one never knows if potential or current donors, clients or students may visit any program location unexpectedly. These guidelines will help the supervisor and Volunteers determine appropriate dress for their ministry.

*\* Clothing considered suitable for hanging out, hunting, yard work, or exercise sessions is not always appropriate for ministry environments.*

- Clothing that reveals too much cleavage, your back, your chest, your feet, your stomach or your underwear is not appropriate for ministry. \* If you can trip over your jeans because the legs are too long it is a safety issue.
- Torn, dirty, or frayed clothing is unacceptable.
- Any clothing that has words, terms, or pictures that may be offensive to other Volunteers, clients, volunteers or students is unacceptable.
- Clothing depicting the ministry logo is encouraged.

- Sports team, university, and fashion brand names on clothing are generally acceptable.
- Certain days may require specific dress. Interviews, presentations, field trips, or when donors are coming to the ministry, Volunteers and volunteers may be required to wear a ministry shirt with clean jeans or khaki's.
- No dress code can cover all contingencies; therefore, Volunteers and volunteers must exert a certain amount of judgment in their choice of clothing. If Volunteers experience uncertainty about acceptable or professional business casual attire, they are advised to ask their direct supervisor for approval.
- Inappropriate attire for work includes:
  - a. Yoga pants or tight workout clothing.
  - b. Swimwear or ripped clothing, tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons, or slogans; halter-tops; tops with bare shoulders; and sweatshirts.

### **Shoes and Footwear**

- Shoes and Footwear: **Sandals, sneakers, and boots** are acceptable for ministry.
- Flip-flops and slippers, are ***not acceptable*** at ministry activities due to safety precautions.

### **Hats and Head Covering**

- Hats are ***not appropriate*** inside ministry buildings.
- Head covers that are required for religious purposes or to honor cultural tradition are permitted.

If clothing fails to meet these standards, as determined by the Volunteers, volunteers, and supervisor, the offending Volunteer will be reprimanded in accordance to the disciplinary policies and procedures of the ministry. If the problem persists, progressive disciplinary action will be applied for each dress code violation.

## **WORK CONDITIONS & HOURS**

### **501 Office Hours**

REAL Life Community Services' normal business hours are 9:00 a.m. to 4:00 p.m. but may be altered by the Executive Director as appropriate. The Lighthouse Youth Center and the Food Distribution programs have varied hours, depending on the programming.

### **502 Smoking**

The REAL Life Community Services facilities are non-smoking environments.

### **503 Computer and Internet Policy**

Voice mail, email, and Internet usage assigned to an Volunteer's or volunteer's computer or telephone extensions are solely for the purpose of conducting Ministry business. Some job responsibilities at REAL Life Community Services require access to the Internet and the use of software, in addition to the Microsoft Office suite of products. Only people appropriately authorized, for Ministry purposes, may use the Internet or access additional software.

**Internet Usage Internet use, on REAL Life Community Services time, is authorized to conduct Ministry business only. Internet use brings the possibility of breaches to the security of confidential Ministry information. Internet use also creates the possibility of contamination to REAL Life Community Services' networking system via viruses or spyware. Spyware allows unauthorized people, outside the Ministry, potential access to Ministry passwords and other confidential information.**

Removing such programs from the **REAL Life Community Services** network requires IT staff to invest time and attention that is better devoted to progress. For this reason, and to assure the use of work time appropriately for work, we ask Volunteers and volunteers to limit Internet use. Additionally, under no circumstances may Ministry computers or other electronic equipment be used to obtain, view, or reach any pornographic, or otherwise immoral, unethical, or non-ministry-related Internet sites. Doing so can lead to disciplinary action up to and including **TERMINATION OF SERVICE**.

**Email Usage at Ministry** Email is to be used for REAL Life Community Services business only. Ministry confidential information must not be shared outside of the Ministry, without authorization, at any time. Volunteers and volunteers are not to conduct personal business using the Ministry computer or email. Please keep this in mind, when considering, forwarding non-ministry emails to associates, family or friends. Non-ministry related emails waste ministry time and attention.

Viewing pornography, or sending pornographic jokes or stories via email, is considered **SEXUAL HARASSMENT** and will be addressed according to the ministry's sexual harassment policy.

**Emails That Discriminate** Any emails that discriminate against Volunteers and volunteers by virtue of any protected classification including race, gender, nationality, religion, and so forth, will be addressed according to the ministry's harassment policy.

These emails are prohibited at **REAL Life Community Services**. Sending or forwarding non-ministry emails will result in disciplinary action that may lead to **SERVICE TERMINATION**.

**Ministry Owns Volunteer Email** **Keep in mind that the Ministry owns any communication sent via email or that is stored on ministry equipment. Management and other authorized staff have the right to access any material in your email or on your computer at any time. Do not consider your electronic communication, storage or access to be private if it is created or stored within the ministry networking system.**

\_\_\_\_\_  
**Volunteer Signature**

\_\_\_\_\_  
Date

#### **504 Cell Phone Policy**

The cellular phone policy applies to any device that makes or receives phone calls, leaves messages, sends text messages, surfs the Internet, or downloads and allows for the reading of and responding to email whether the device is ministry-supplied or personally owned.

#### **Cell Phones or Similar Devices during ministry events**

**REAL Life Community Services** is aware that volunteers utilize their personal or ministry-supplied cellular phones for ministry purposes. At the same time, cell phones are a distraction in the workplace. To ensure the effectiveness of instruction/hands-on activities, in addition to safety of all volunteers; all volunteers are asked to leave cell phones out of the ministry environment. Nevertheless, on the unusual occasion of an emergency or anticipated emergency that requires immediate attention, please inform your supervisor and ask for guidance.

Volunteers who violate this policy will be subject to disciplinary actions, up to and including **SERVICE TERMINATION**.

\_\_\_\_\_  
**Volunteer Signature**

\_\_\_\_\_  
Date

## **505 Social Media Policy**

**REAL Life Community Services** recognizes the importance of the Internet in shaping public thinking about our ministry and our current and potential products, Volunteers, donors, and clients. **REAL Life Community Services** also recognizes the importance of our Volunteers joining in and helping shape ministry conversation and direction through blogging and interaction in **SOCIAL MEDIA**. Therefore, **REAL Life Community Services** is committed to supporting your right to interact knowledgeably and socially in the blogosphere and on the Internet through blogging and interaction in social media.

Consequently, these guidelines in this blogging and social media policy will help you make appropriate decisions about your ministry-related blogging and the contents of your blogs, personal Web sites, postings on wikis and other interactive sites, postings on video or picture sharing sites, or in the comments that you make online on blogs, elsewhere on the public Internet, and in responding to comments from posters either publicly or via email. These guidelines will help Volunteers open up a respectful, knowledgeable interaction with people on the Internet. They also protect the privacy, confidentiality, and interests of **REAL Life Community Services**, as well as current and potential products, Volunteers, clients, and donors.

### **Guidelines for Interaction about REAL Life Community Services on the Internet**

If Volunteers are developing a Web site or writing a blog that will mention **REAL Life Community Services** and/or current and potential products, Volunteers, donors, and clients, identify that you are an Volunteer of **REAL Life Community Services** and that the views expressed on the blog or Web site are yours alone and do not represent the views of the ministry.

Unless given permission by your supervisor; Volunteers are not authorized to speak on behalf of **REAL Life Community Services**, or to represent that you do so.

If you are developing a site or writing a blog that will mention **REAL Life Community Services** and/or current and potential products, Volunteers, donors, and clients, as a courtesy to the ministry, please let your manager know that you are writing them. Your supervisor may choose to visit from time to time to understand your point of view.

### **Confidential Information Component of the Blogging/Social Media Policy**

Volunteers may not share information that is confidential and proprietary about the ministry. This includes information about clients, students, sales, finances, number of clients and students served, number of Volunteers, ministry strategy, and any other information that has not been publicly released by the ministry.

These are given as examples only and do not cover the range of what the ministry considers confidential and proprietary. If you have any question about whether information has been released publicly or doubts of any kind, speak with your manager and the Administrator before releasing information that could potentially harm **REAL Life Community Services**, or our current and potential clients, Volunteers, and donors. Volunteers may also want to be aware of the points made in the non-disclosure agreement signed when they joined **REAL Life Community Services**.

Company logos and trademarks may not be used without explicit permission in writing from the ministry. This is to prevent the appearance that Volunteers speak for or represent the ministry officially.

### **Respect and Privacy Rights Components of the Blogging/Social Media Policy**

Speak respectfully about the REAL Life Community Services and current and potential clients, donors, and volunteers. Do not engage in name calling or behavior that will reflect negatively on REAL Life Community Services reputation. Note that the use of copyrighted materials, unfounded or derogatory statements, or misrepresentation is not viewed favorably by REAL Life Community Services and can result in disciplinary action up to and including SERVICE TERMINATION.

REAL Life Community Services encourages volunteers to write knowledgeably, accurately, and using appropriate professionalism. Despite disclaimers, your Web interaction can result in members of the public forming opinions about REAL Life Community Services and its volunteers, donors, and clients.

Honor the privacy rights of current volunteers by seeking their permission before writing about or displaying internal ministry happenings that might be considered to be a breach of their privacy and confidentiality.

### **Competition Component of the Blogging Policy**

Volunteers may not work with any ministry or service that would compete with any of REAL Life Community Services products or services without permission in writing from the Executive Director. This includes, but is not limited to training, books, products, and freelance writing. If in doubt, talk with your manager and the Executive Director.

### **Your Legal Liability Component of the Blogging Policy**

Recognize that you are legally liable for anything you write or present online. Volunteers can be disciplined by the ministry for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a HOSTILE WORK ENVIRONMENT. Volunteers can also be sued by ministry volunteers, donors, and any individual or ministry that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment.

### **Media Contact Component of the Blogging Policy**

Media contacts about REAL Life Community Services and current and potential clients, donors, volunteers, and competitors should be referred to your supervisor.

\_\_\_\_\_  
**Volunteer Signature**

\_\_\_\_\_  
Date

The REAL Life Community Services computer system may not be used to solicit others for commercial ventures, religious, or political causes, outside REAL Life Community Services, or to harass any Volunteer or client.

## **VOLUNTEER CONDUCT & DISCIPLINARY ACTION**

### **601 Alcohol and Drug-Free Workplace**

It is the policy of REAL Life Community Services not to employ persons who use or traffic in illegal drugs, or who abuse prescription drugs or alcohol. It is a violation of REAL Life Community Services' position on drugs and alcohol for a Volunteer to:

1. Operate any vehicle in the course of Service while under the influence of drugs or alcohol;
2. Be in possession of illegal drugs while on the premises or on duty;
3. Sell or distribute illegal drugs on or off the job; or
4. Work while under the influence of drugs or alcohol, or with illegal drugs in one's system.

Volunteers are expected and required to report for work on time and in appropriate mental and physical condition for work. REAL Life Community Services reserves the right to test Volunteers for drug or alcohol impairment on a random basis or based on a reasonable suspicion that a Volunteer is impaired. Violations of this policy will result in appropriate discipline, up to and including discharge.

### **602 Sexual and Other Unlawful Harassment**

REAL Life Community Services prohibits its Volunteers from harassing other Volunteers, donors, or anyone else during the course of Service. Violations of this policy will not be permitted and will result in disciplinary action up to and including discharge. Sexual harassment is defined as unwelcome sexual advances, unwelcome jokes or comments, requests for sexual favors, unwanted touching or other verbal or physical conduct of a sexual nature.

Other types of prohibited harassment include actions, words, jokes, or comments based on an individual's race, color, national origin, age, religion, disability, height, weight, marital status, or any other legally-protected characteristic.

Any Volunteer who feels that he or she has been subject to harassment, or who has witnessed harassment, should immediately report the matter to either the Executive Director or the President of the Board of Directors. Volunteers can be assured that no one will be retaliated against for either filing a complaint or participating in an investigation of harassment. All allegations of harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

### **603 Job-Related Injuries**

Volunteers who sustain work-related injuries or illnesses must inform the Executive Director immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported

within 24 hours of its occurrence to management. This will enable an eligible Volunteer to qualify for coverage as quickly as possible.

#### **604 Rules of Conduct**

All Volunteers are expected to follow the rules and regulations of REAL Life Community Services. Although REAL Life Community Services has established an “at will” relationship with its Volunteers, in certain instances REAL Life Community Services may apply, in its sole discretion, some sort of progressive discipline, as described later. The following list, which is neither complete nor exhaustive, contains examples of some but not all of the conduct which is prohibited. Such conduct is prohibited regardless of whether it occurs on the premises or in conjunction with work assignments at REAL Life Community Services. The following actions may result in discipline, up to and including discharge. This list in no way constitutes a limitation of the right or ability of REAL Life Community Services to terminate Volunteers for any reason at any time, with or without notice.

2. Reckless conduct that endangers the safety of other Volunteers.
3. Violating any safety instructions or rules established by REAL Life Community Services.
4. Negligent or willful defacing, misuse, or destruction of company equipment or facilities.
5. Theft of any property belonging to REAL Life Community Services or any Volunteer of REAL Life Community Services.
6. Excessive tardiness.
7. Excessive absenteeism.
8. Violation of anti-harassment or non-discrimination policies.
9. Use or possession of illegal drugs or controlled substances or weapons in the course of Service.
10. Dishonesty or falsification of time records, accident reports, or any other company records, including false statements on the application for Service or other company documents.

Violation of any of these policies could lead to immediate dismissal. In some cases, however, REAL Life Community Services, in its sole discretion, may decide that corrective action should be utilized before termination in order to assist an Volunteer who exhibits inappropriate conduct or behavior, inadequate performance, or who fails in any way to meet the company’s standards. Volunteers should not expect that they have a right to a certain number of disciplinary measures prior to termination or to any progression of discipline.

#### **605 Service Termination**

It is our desire to retain good Volunteers. However, Service at REAL Life Community Services is for no specified period of time, regardless of length of service. Just as you are free to leave for any reason, we reserve the same right to end our relationship with you at any time, with or without notice, for any reason not prohibited by law. REAL Life Community Services asks that each



Volunteer give at least two weeks' notice before voluntarily terminating Service. A letter of resignation should be submitted to the Executive Director at least two weeks prior to the end of Service. Upon receipt of a letter of resignation, REAL Life Community Services reserves the right to terminate the Volunteer immediately.

### **606 Public Non-Discrimination Notice**

REAL Life Community Services programs must provide information to applicants, participants, beneficiaries, and other interested parties regarding the rights of individuals. Methods of providing this information include publication in handbooks, manuals, pamphlets, application materials, posters, etc.

The ministry's site Public Non-discrimination Notice should be found on a variety of publications including brochures, applications, catalogs, handbooks, job announcements, posters, recruiting materials, websites, school newspapers, etc. Also a plan must be in place for disseminating the notice in any language other than English and to persons with visual impairments.

Programs should establish reasonable codes of conduct that prohibit disruptive or inappropriate behaviors and may apply these uniformly to all clients and students (even when the effect is to disqualify a person with a disability).

**REAL Life Community Services** does not discriminate on the basis of race, color, national origin, sex or disability. For further information, contact:

**Rodney Redcay, Executive Director**  
**240 Main Street, Suite B**  
**Denver PA 17517**  
**Phone Number (717-336-7797)**

**REAL Life Community Services** does not discriminate in admission to its programs, services, or activities, in access to them, in treatment of individuals with disabilities, or in any aspect of their operations. The program also does not discriminate in its enrollment or classroom practices.

In adhering to this policy, this program abides by the Federal Civil Rights Act, 42 U.S.C. 2000e; by the requirements of Title IX of the Education Amendments of 1972; by Sections 503 and 504 of the Rehabilitation Act of 1973; by the Americans with Disabilities Act of 1990; and by other applicable statutes and regulations relating to equality and opportunity.

Questions, complaints, or requests for additional information regarding the ADA and Section 504 may be forwarded to the designated ADA and Section 504 compliance coordinator:

**REAL Life Community Services** is an equal opportunity educator and employer. Accommodations are available upon request to those with documented disabilities. To request disability accommodations, please contact **Rodney Redcay, 240 Main Street, Suite B, Denver PA 17517, (717)336-7797** to discuss their individual needs for accommodations.

## **700 Procedures for Acquiring Necessary Supplies**

The Administrator will have a current inventory available at all times. If a volunteer or staff member is in need of something that is not in the inventory, a request for said item should be emailed to the Administrator at least two days prior to the date needed. Paid staff can use their ministry credit cards to purchase any necessary items not already listed on the inventory list as long as the value is under \$100. If the item needed costs more than \$100, prior approval from the Administrator is necessary. This can be done by text or email. Volunteers must have written approval (text or email) from the Administrator for any purchases made or reimbursement will not be made. Receipts should be submitted to the Administrator within two weeks and reimbursement will be within the next week. If more of an item is purchased than is needed, the Administrator should be emailed so the excess items can be added to the inventory for future events.

The Executive Director has the authority to make any purchase that they feel necessary up to \$500 without any further input or approval. Expenditures of over \$500 must be presented to the Board of Directors prior to any commitment to other parties that the expenditure will be made. Expenditures on Human Resource matters (bonuses, wages, and benefits) are completely at the discretion of the Executive Director.

## **701 Expense Report**

REAL Life Community Services provides reimbursement for business-related expenses that Volunteers may incur on behalf of REAL Life Community Services. Examples of business-related expenses include:

- a. Work-Related Travel (except for commuting) (min. 10 miles total for pay period)
- b. Parking costs
- c. Overnight lodging (when required to be away from home overnight)
- d. Meals (when required to be away from home overnight)

Volunteers expecting to incur any business-related expenses must obtain advance approval from the Administrator.

Volunteers requesting reimbursement must submit an expense report documenting the business purpose of the expense, as well as receipts for all expenses.

## **710 Social Services Procedures**

### Intake Procedures

When a call or email is received from a perspective client, a contact should be attempted within 24 hours.

Once a contact has been made, an appointment should be scheduled. Explain that no financial assistance will be given unless an appointment and intake are done. Clients should bring photo ID, proof of income (pay stubs, SSI, child support, etc.), a recent bank statement, and proof of address (electric bill, utility bill if different than ID) to the appointment

## Guidelines for Financial Assistance

REAL Life Community Services is here to help people navigate the social services world and to ultimately get them into a better situation. To do so, we must assess each participant's strengths and weaknesses in the following six areas: financial, emotional, intellectual, spiritual, physical, and social/relationships. This is why we require an intake appointment before any assistance is given. Appointment attendance and full participation in the intake process is mandatory in order to receive financial assistance from REAL Live Community Services.

RLCS focuses on assisting participants who reside in the Cocalico School District. If needs arise outside the Cocalico School District and there is an organization that assists in their area, RLCS will refer the participant to that organization. Intakes can be done by RLCS if referred from an organization from outside of the Cocalico School District.

Financial assistance is never guaranteed, even if a participant meets all the criteria. Participants will not receive more than \$500 in total assistance per calendar year without executive permission. This does not mean there is a guaranteed assistance for everyone up to that amount. We do not provide emergency financial assistance.

## Meeting with the client

REAL staff or volunteer should introduce themselves and invite client to share their situation.

A brief introduction to our agency should explain our services and the roll of the person conducting the interview. All procedures should be explained, and the intake form should be filled out, along with the Empower Lancaster database and Release of Information form. Client will then sign additional release of information form if there are other contacts determined to be helpful.

Once the client's situation has been discussed, actions to be taken can be determined. If immediate help is necessary, use REAL Life Community Services guidelines to determine how to help. If no immediate action needs to be taken, client will receive referrals for services that are appropriate. Clients will be encouraged to pursue referral sources on their own. However, if it is determined that they need assistance, assistance may be given at that time. The client will then be encouraged to make another appointment to gauge progress and determine goals.

Clients should be encouraged by identifying their strengths, perseverance, and creativity. REAL Life Community Services staff or volunteer should explain that our goal is to connect them to hope by working with them and connecting them to the services in our area. Offer to pray with them in they would like.

After each appointment, the person leading the interview should fill out the case notes. Include all contacts from the client and agency contacts.

### Follow-up appointment

At the follow-up appointment, the REAL Life Community Services staff member or volunteer will meet with the client to discuss the progress made with the referrals. Determine if new referrals need to be made or if client needs further assistance making referrals. Encourage the client to contact REAL Life Community Services whenever they need assistance.

### **720 Development Procedures**

The department of development is in charge of all fundraising events. The events coordinator and the Administrator should work closely to make sure that the calendar is well filled and that no event is unorganized. The set events are as follows:

#### Spring Banquet

REAL Conquest Trail Run, second Saturday of June each year, in coordination w/Camp Conquest.  
Denver Fair REAL Icy Treats booth, second full week of September

#### Fall Banquet

Extraordinary Give, third Friday of November

Also, during the year, there are various grant submissions to be made. The calendar for grant due dates and ongoing research should be reviewed each January by the Administrator and the Executive Director.

As each event is planned and publicized, updates and thank you cards should go out within a week of the event. End of year thank you letters must be postmarked by January 31 of each year.

The REAL Life Community Services' newsletter goes out quarterly, March 1<sup>st</sup>, June 1<sup>st</sup>, September 1<sup>st</sup> and the end of year Christmas card on December 1<sup>st</sup>. Monthly e-newsletters should be sent by the last Saturday morning of each month. This would be more of an update and information on current volunteer opportunities.

The website and social media sites need to be updated weekly, or as needed. This falls under Development.

### **730 Food Pantry/Power Packs Procedures**

#### Weekly schedule

Wednesdays –Power Packs distribution

Cocalico Food Pantry Client Choice Distribution – 2<sup>nd</sup> Thursday of the month by appointment.

First Food Fridays – accept community donations.

## **740 Transitional Home Procedures**

The mission of REAL Life Community Services (REAL) “Lighthouse for Moms” is to provide transitional housing and supportive services to women with children in the community we serve. REAL partners with local REAL Life Community Services, offers information and referral services, models Christ-centered living, and assistance with life skills training. Our efforts focus on creating a caring environment that supports continuous improvement and teaches independence. Our vision is to help each participant establish skills and provide opportunity for life long success by allowing Jesus Christ work in their life.

Each resident of the Transitional Home will stay for a maximum of 12 months. When a resident is getting ready to move on, it is the job of the Director of Social Work to start vetting possible clients from the area women’s shelters to find the next resident. Potential participants **MUST** have a security deposit, transportation, and a job secured prior to moving into the house.

Prior to admission, all applicants may be required to undergo a warrant check and a drug test. There is absolutely no drinking, drug use, firearms, deadly weapons, offensive weapons, violence, or threatening language or theft permitted while living in the transitional home. There are **NO OVERNIGHT** guests without permission. Participants must participate in any prescribed treatment plans and participate in counseling programs, as advised by the Executive Director and Director Social Work.

Any violations of these rules and/or failure to uphold the policies agreed upon in the Transitional Home Handbook will result in immediate expulsion from the program. There will be no deviations from this policy.

Participation fee invoices will be given to participants by the 15<sup>th</sup> of the month (giving time for the previous month’s utilities’ bills to have been assessed) and the payment is due by the 1<sup>st</sup> of the following month. Late fees will be added to the bill if payment is not received by the dates set forth in the participant’s signed agreement. Each participant may have a different agreement, depending on the circumstances and situation at hand when they entered the program.

Any questions regarding the Transitional House program should be directed to the Director of the program.

## **750 Lighthouse Youth Ministry Procedures**

All students who attend the Lighthouse Youth nights will be registered annually. No student should be allowed to attend more than twice without current contact information and permission of the legal guardian.

Students will be checked in and out of each event so that a correct time is logged. Any student who is asked to leave early or who chooses to leave early will be logged as such and the contact of record is to be notified.

There is to be a minimum of one male and one female volunteer available for any event to proceed. No volunteer will be alone with a student. No students are allowed in the basement or kitchen of the Lighthouse unless given specific permission and chaperoned and only one person is to be in the bathroom at a time.

The rules for Lighthouse Youth Center events are as follows:

1. No child will have possession of a cell phone during the Lighthouse event activity. If a cell phone is brought with the student, it will be checked in at the door and returned when the student is leaving the property. If a parent needs to contact their child, they can call the REAL Life Community Services number, 717-336-7797.
2. Students will be respectful of other individuals' personal space. There will be no aggressive behavior or physical displays of affection during the events.
3. There will be no backpacks used during the events. They can be checked at the door if a student must bring one along.
4. All students are responsible to find their own transportation to and from the event, arriving at 6:30 pm and leaving between 8:00 and 8:30 pm each night.
5. If a student leaves the building before 8:00 pm, the parent will be notified as soon as the staff determines that the student is gone.
6. Students will be expected to follow all Lighthouse rules. These are to be clearly explained on the first day of Lighthouse gatherings, repeated for several weeks, and then intermittently reviewed. These rules include, but are not limited to:
  - a. During Discussion time, only one person in the room speaks at a time. This is usually an adult, unless a student has raised his/her hand and has been called upon.
  - b. All participants are to be respectful to and cooperate with Lighthouse staff and fellow students.
  - c. All attendees are to raise hands and wait to be acknowledged before talking.
  - d. Students shall not engage in any of the following throughout the Lighthouse Event:
    - Making inappropriate noises or comments
    - Name-calling or using profanity
    - Showing blatant disrespect for other students or volunteers
    - Showing disrespect for the Lighthouse or other property
    - Displaying physical aggression toward other students or volunteers
    - Bullying other students or volunteers.
  - e. Any behavior contrary to the guidelines provided will result in the staff of the Lighthouse Youth Center calling the parent. If the behavior does not improve, the student can and will be suspended from attending Lighthouse activities.