



# VOLUNTEER HANDBOOK

## Welcome to Laurel House

Thank you for joining Laurel House. Your willingness to volunteer helps us to achieve our vision of ending domestic violence in each life, home, and community. I look forward to working with you and hope that you will find your volunteer experience to be gratifying.

Over the years, Laurel House has developed an outstanding reputation in the community for the quality of our provided services. As a volunteer, you will be invited to continue this commitment to excellence by helping the women, children, and men we serve and by acting as an advocate against domestic violence.

This Handbook was developed to provide you with answers to most of the questions you may have about your responsibilities as a volunteer, as well as agency policies and procedures. You are responsible for reading and understanding this Handbook. If anything is unclear, please discuss the matter with me. You will be asked to sign the *Understanding and Acknowledgment of Receipt of the Laurel House Volunteer Handbook* form.

Again, welcome to the Laurel House team. We look forward to working with you!

Sincerely,



Samantha Koellhoffer  
Volunteer Coordinator

# **I. Introduction to Laurel House**

## **A. Mission and Philosophy**

The mission of Laurel House is to:

- Advocate for and empower those impacted by domestic violence by providing crisis intervention, safe haven, supportive programs, and resources.
- Advance social change through presentation education and through community training and collaboration to foster a coordinated response to domestic abuse.

The following beliefs and values provide a philosophical underpinning for the programs at Laurel House:

- Domestic violence weakens the fabric of society and jeopardizes our future. No one should suffer from abuse. There is no excuse for abuse.
- By responding in a sensitive, supportive manner within a violence-free atmosphere, an abused person is capable of regaining control of her/his life. Survivors of domestic violence need sanctuary and specialized services to achieve emotional and economic self-sufficiency. Survivor services should be accessible, appropriate to their needs, and offer a continuum of care.
- Because of the protection and empowerment we provide them, survivors, in turn, may protect their children. Children who experience or witness domestic violence need special care to heal.
- Acting as an agent of change to break the cycle of family and intimate partner violence through systems advocacy must be a priority.
- Advocating for battered women and men must also include working to overcome institutionalized racism, homophobia, and sexism.
- Living the values of respect, trust, directness, and mutual support must be apparent in all that we do.
- We have an obligation to produce meaningful outcomes for the survivors we serve, our donors and our communities.
- Leadership must be provided in areas of prevention education, community organizing, and collaboration with other human services agencies, with the goal of achieving a coordinated community response for survivors.

## **B. Laurel House Programs**

To create safety, justice, and self-sufficiency for abused persons and their children, Laurel House provides a full spectrum of services including emergency shelter, 24-hour hotline, transitional housing, a crisis response team, community education programs, individual and group counseling, legal advocacy, and hospital and law enforcement advocacy. In addition to these services, Laurel House also operates two thrift shops, Marian's Attic, which is located in King of Prussia, and Laurel's Loft which is located in Lansdale.

## **C. Organizational Growth**

Laurel House's shelter opened its doors as Montgomery County's only confidential domestic violence shelter in 1980. In 1981, the shelter expanded from 12 to 27 beds (which is the current capacity). Subsequently, in 1987, a transitional housing program, known currently as the Bridge Housing Program, was developed. Over the years, the agency grew to add the wide range of supportive and educational services it offers today.

## D. Professional and Community Affiliations

Laurel House maintains strong ties with local, statewide, and national organizations dedicated to addressing issues related to domestic violence. The agency also coordinates its efforts with other local agencies to improve the quality of life and address issues of social justice for residents of Montgomery County.

Laurel House is a member of the Pennsylvania Coalition Against Domestic Violence (PCADV). PCADV is a private, non-profit organization with a statewide network of 62 domestic violence programs across the Commonwealth. Because many of the Laurel House operational standards are based on guidelines established by PCADV, you will often hear individuals reference this organization. For more information about PCADV visit [www.pcadv.org](http://www.pcadv.org)

## E. Locations

Administrative Offices: 180 W Germantown Pike, East Norriton, PA 19401(physical address)  
P.O. Box 764, Norristown, PA 19404 (mailing address)  
Phone: 610-277-1860  
Fax: 610-277-6425  
Hours: Monday to Friday 9am to 5pm

Bryn Mawr: 625 Montgomery Ave.  
Middleton Center in Bryn Mawr Presbyterian Church  
Bryn Mawr, PA 19010  
Hours: By appointment only

North Wales Office: 125 N. Main Street, North Wales PA 19454  
(3<sup>rd</sup> floor of St. Luke's United Church of Christ)  
Phone: 215-699-8830  
Hours: By appointment only

Nicole's Place: The Marketplace at Huntingdon Valley  
2064 County Line Road  
Huntingdon Valley, PA 19006  
Phone: 267- 699-0200  
Hours: Monday 10am-3pm, Tuesday to Saturday 10am to 6pm

Pottstown: 2151 E. High Street, Suite C  
Pottstown, PA 19464  
Hours: By appointment only (Office moving in August 2019)

Shelter: Address is confidential  
Hotline: 1-800-642-3150 (24 hours a day)  
Shelter is staffed 24/7

Thrift Shops: Laurel's Loft  
1801 N. Broad Street  
Lansdale, PA 19446  
Phone: 215-368-6037

Marian's Attic  
139 E. Dekalb Street  
King of Prussia, PA 19406  
Phone: 610-337-3068

## **Parking**

You are encouraged to use the street parking in front of the shelter. There is a parking lot at all the other locations.

## **II. Volunteer Policies**

### **A. Importance of Volunteers**

Over the past 35+ years, Laurel House has doubled the size of the shelter and expanded its services to become a comprehensive domestic violence agency. Volunteers have played a significant role in our expansion. Volunteers work side-by-side with staff to organize and implement events, answer hotline calls, organize and sort donations, serve as public advocates in the community, plant, weed, clean, cook casseroles, and MANY other duties as needed. Each year, Laurel House volunteers donated approximately 20,000 volunteer hours! Volunteers are an invaluable asset to our organization.

### **B. Volunteer Requirements**

The volunteer selection procedure will include an informal conversation to explore a mutual interest in proceeding and possible areas of interest. Once areas of interest have been identified, you will be informed of the training process for that specific volunteer job (see below for information on types of training). Regardless of the area in which you will be working, all volunteers must complete a variety of documents **prior** to starting their volunteer experience. In most cases, these documents include, but are not limited to:

- Application form
- Driver's License
- Confidentially Form
- State Police Clearance
- Child Abuse Clearance
- FBI Clearance

### **C. Orientation/Training of New Volunteers**

As a new volunteer, if you interested in working directly with clients, or will be doing extensive community education, you will be required to complete the agency's 40+ hour Justice, Advocacy, Restoration and Safety (JARS) Domestic Violence training curriculum for advocates. The JARS training is offered through a combination of classroom style and online training. For those unable to adjust their schedules to attend the training, the option of a modified, self-study JARS training may be offered. Both classroom and the modified training are the same hours, and cover the same material. Upon successful completion of either of the trainings, you will receive a certificate.

If your volunteer job does not require that you take the JARS training, you will receive a shortened orientation to Laurel House and domestic violence advocacy.

Each volunteer job is unique, and once you have completed the training/orientation, you will receive additional training and instructions from the Volunteer Coordinator for your specific volunteer role.

## **D. Ongoing Development and Training**

Laurel House encourages volunteers to seek opportunities to continue to grow as professionals. A variety of in-service and external development opportunities are available. You will be notified of these trainings when they arise.

***Please note: If you are required to take the JARS training, you will also be required to have 8 hours of continuing education each subsequent year. A host of in-service training opportunities, as well as volunteers meetings, are offered at Laurel House. You should keep a record of the trainings/meetings you attend each year (July 1<sup>st</sup> – June 30<sup>th</sup>) and make a copy for your supervisor.***

In addition to encouraging opportunities for professional growth, Laurel House recognizes the emotional toll that working in the domestic violence field may have on volunteers. Therefore, opportunities to meet, share, debrief, and laugh with other volunteers are considered an invaluable piece of our volunteer program.

## **E. Relationships with the people we serve**

The success of our work depends upon the quality of the relationship among Laurel House staff/volunteers, the people we serve, and the community. As a volunteer, you are Laurel House's ambassador. Our goal is to promote good will in the community, which enhances the reputation of Laurel House.

## **F. Confidentiality**

All Laurel House volunteers are asked to sign a Confidentiality Agreement. Due to the nature of the work at Laurel House, confidentiality is extremely important. You are not permitted to remove or make copies of any Laurel House records, reports or documents without prior approval from your supervisor. The very fact that an individual is served by Laurel House must be kept private and confidential; disclosure can be made only under specific conditions.

Disclosure of confidential information could lead to termination of your volunteer responsibilities, as well as other possible legal action.

## **G. Mandatory Child Abuse Reporting**

This policy applies to all volunteers who have been identified by Laurel House as mandated reporters and provides guidance regarding mandated reporting requirements.

Any person *may* report suspected child abuse if she or he has reasonable cause to suspect that a child is a victim of child abuse; however, Pennsylvania law states that certain individuals are *required* to report.

The Child Protective Services Law lists all individuals required by law to make reports of child abuse.

This list includes the employees and volunteers of social services agencies that have direct contact with children. In addition, individuals who, based on their role in scheduled programs, activities or services, accept responsibility for a child are mandatory reporters. Also, attorneys who work for social service agencies are mandatory reporters if certain criteria are met.

Please refer to Appendix A for the full policy on Mandated Reporting of Child Abuse.

## **III. Volunteer Policies**

### **A. Volunteer Code of Ethics**

*Laurel House expects that all volunteers support its mission, policies, and goals and conduct themselves in a professional and ethical manner. The primary interest of volunteers is to the people we serve. To these*

*ends, this Code will govern the conduct of Laurel House employees:*

I. In relationships with every client, the Laurel House volunteers shall:

1. Recognize the interests of the client as a primary responsibility.
2. Respect and protect the client's civil and legal rights.
3. Respect the client's rights to privacy and confidentiality, subject only to laws or regulations requiring disclosure of information to appropriate other sources.
4. Respond compassionately to each client with personalized services.
5. Accept the client's statement of events as it is told, withholding opinion or judgment, whether or not a suspected offender has been identified, arrested, convicted, or acquitted.
6. Provide services to every client without attributing blame, no matter what the client's conduct was at the time of the victimization or at another stage of the client's life.
7. Foster maximum self-determination on the part of the client.
8. Serve as a victim advocate when requested and, in that capacity, act on behalf of the client's stated needs without regard to personal convictions and within the rules of the advocate's host agency.
9. Should one client's needs conflict with another's, act with regard to one client only after promptly referring the other to another qualified service provider.
10. Observe the ethical imperative to have no sexual relations with clients, current or past, in recognition that to do so risks exploitation of the knowledge and trust derived from the professional relationship.
11. Make client referrals to other resources or services only in the client's best interest, avoiding any conflict of interest in the process.

II. In relationships with volunteers, other professionals, and the public, the Laurel House volunteers shall:

1. Conduct relationships with others in such a way as to promote mutual respect, public respect, and improvement of service.
2. Make statements that are critical of other volunteers only if they are verifiable and constructive in purpose.
3. Conduct relationships with allied professionals such that they are given equal respect and dignity as professionals in the domestic violence field.
4. Take steps to quell negative, insubstantial rumors about other volunteers, staff and allied professionals.
5. Share knowledge and encourage proficiency and excellence in understanding domestic abuse among volunteers, staff, and allied professionals, paid and volunteer.
6. Provide professional support, guidance, and assistance to others who are new to Laurel House in order to promote consistent quality and professionalism in victim assistance.
8. Act to promote domestic abuse prevention as a public service and an adjunct to victim assistance.
9. Respect laws of one's state and country while working to change those that may be unjust or discriminatory.

III. In her or his professional conduct, the Laurel House volunteers:

1. Maintain high personal and professional standards in the capacity as a volunteer.
2. Seek and maintain a proficiency in the delivery of services to clients.

3. Not discriminate against any victim, employee, colleague, allied professional, or member of the public on the basis of age, gender, disability, ethnicity, race, national origin, religious belief, or sexual orientation.
4. Not reveal the name or other identifying information about a client to the public without clear permission or legal requirements to do so.
5. Clearly distinguish in public statements representing one's personal views that they are your personal view and not Laurel House's opinion.
6. Not use her or his official position to secure gifts, monetary rewards, or special privileges or advantages.
7. Report to management the conduct of any volunteer, staff, or allied professional that constitutes mistreatment of a client or that brings the profession into disrepute.
8. Report to management any conflict of interest that prevents oneself or another from being able to provide competent services to a client, or to work cooperatively with other volunteers or allied professionals, or to be impartial in the treatment of any client.

## **B. Volunteer Conflict of Interest**

Laurel House expects that all employees support its mission, policies, and goals and conduct themselves in a professional and ethical manner. The primary interest of volunteers is to the people we serve. Laurel House requires all volunteers to avoid business relationships and practices that would cause, or be perceived as a conflict with the interests and purposes of Laurel House, or which would impair, or appear to impair, a volunteer's integrity or objectivity in relation to their position.

A conflict of interest occurs when the interests of a volunteer or another outside party actually or potentially affect the agency in a negative way. Activities that violate the volunteer fiduciary responsibility to Laurel House include, but are not limited to:

- Showing favor or preference to any contractor, supplier, client, or other person doing business or seeking to do business with Laurel House based upon anything other than appropriate business reasons.
- Participating in any decision-making process as a volunteer of Laurel House, if an interest in or affiliation with an organization or business on the part of the volunteer their family members, or friends might influence such decision.
- Accepting payments, loans, services, substantial gifts or benefits from a business doing or seeking to do business with Laurel House.
- Laurel House volunteers who may be engaged as paid consultants are expected to make it clear to prospective and current contracting parties that the volunteer's individual consulting work product and services are not sponsored or endorsed by Laurel House.
- Laurel House volunteers may not solicit contracts to provide independent domestic violence consulting services.
- All income-generating work pertaining to domestic violence-related issues should be considered Laurel House's work product, unless and until Laurel House decides that it is either not interested in, or not able to pursue that work. Following such a decision by the Executive Director, an



individual Laurel House volunteer may contract to perform the work as a paid consultant on their own time, providing that Laurel House volunteer duties and required scheduling are not compromised and that no Laurel House resources will be used to support the consulting work.

- Laurel House recognizes that its volunteers may hold a wide range of personal beliefs, values, and commitments. These beliefs, values and commitments are a conflict of interest when they prevent staff from fulfilling their job responsibilities or if volunteer continues to attempt to influence others after they have been asked to stop.

### **C. Dress Code and Personal Appearance**

You are expected to dress in accordance with accepted social and business standards, particularly if you will be involved in dealing with clients, donors, or visitors in person. A neat, tasteful appearance contributes to the positive impression you make on the people we serve.

### **D. Communication**

Volunteers are **not** permitted to make statements to the media as an official or unofficial spokesperson of Laurel House. All inquiries from the media will be referred to the Executive Director or her designee.

### **E. Termination Procedure**

#### ***Voluntary***

We expect your volunteer service to be mutually satisfying and beneficial. If you wish to end your service with us, please give your supervisor and the Volunteer Coordinator as much notice as possible.

#### ***Involuntary***

Please be aware that violations of Laurel House policies and procedures may result in disciplinary action ranging from a verbal warning to termination. Serious violations may result in termination without prior verbal warning.

### **F. Undesired Activities**

Each volunteer is expected to act in a mature and responsible way at all times. If you have questions concerning any work, safety rules, or any of the undesired activities listed, please see the Volunteer Coordinator or your supervisor for an explanation. Listed below are examples of undesired activities which may result in disciplinary action:

- Words or actions that are threatening, insulting, unprofessional or disrespectful toward people we serve;
- Breach of confidentiality;
- Actions that are detrimental to Laurel House's efforts to operate in a fiscally sound manner;
- Violation of security or safety rules or failure to observe safety rules or Laurel House Safety practices;
- Negligence or any careless action which endangers the life and safety of another person;
- Being intoxicated or under the influence of a controlled substance while volunteering; use, possession or sale of a controlled substance while on agency premises, except medications prescribed by a physician which do not impair work performance;
- Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on Laurel House property or

while on duty;

- Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on Laurel House premises; fighting or provoking a fight on agency property or negligent damage of property;
- Insubordination or refusing to obey instructions properly issued by your supervisor pertaining to your volunteer work;
- Threatening, intimidating or coercing other volunteers or staff on or off of premises at any time, for any purpose;
- Engaging in any act of sabotage; negligently causing destruction or damage of company property or the property of fellow volunteers, staff or program participants or visitors in any manner;
- Theft or unauthorized possession of agency property; unauthorized possession or removal of Laurel House property, including documents, from the premises without prior permission from management; unauthorized use of agency equipment or property for personal reasons; using company equipment for profit;
- Dishonesty; falsification or misrepresentation on your volunteer application or other records; alteration of agency records or other agency documents; lying on expense sheets;
- Spreading malicious gossip and/or rumors; engaging in behavior which creates discord and lack of harmony; interfering with another volunteer or staff on the job; restricting work output or encouraging others to do the same;
- Immoral conduct or indecency on agency property;
- Conducting a lottery or gambling on agency premises;
- Unsatisfactory work; inability to meet quality standards as explained to you by your supervisor;
- Any act of harassment, sexual, racial, homophobic or other; telling sexist or racist jokes, making racial or ethnic slurs;
- Excessive use of agency telephone, computer or other property for personal business;
- Smoking in restricted areas at a non-designated time as specified by departmental rules;
- Posting, removing or altering notices on any bulletin board on agency property without permission;
- Obscene or abusive language towards any staff, volunteer or client; rudeness or disrespect towards the clients we serve;
- Failure to immediately report damage to, or an accident involving company equipment.

## **G. Disciplinary Actions**

Unacceptable behavior will be addressed either by:

1. Oral reminder/written warning
2. Termination

## **H. Grievance Policy**

If you have a complaint concerning the behavior of your staff supervisor, another staff member, intern, disciplinary action or termination, you can make your concern in writing to the Volunteer Coordinator who will have ten business days to provide a written response. If you are not satisfied with the response, you may make written complaint to the Executive Director or her designee.

## **I. Safety**

Laurel House strives to ensure a safe workplace. In general, it is the responsibility of each volunteer to adhere to the following:

- Work according to good safety practices as posted, instructed, and discussed; in particular, be familiar with universal precautions.
- Report any unsafe situations or acts immediately to your supervisor.
- Refrain from any unsafe act that might endanger oneself, the people we serve, staff, or other volunteers.
- Use all safety devices provided for your protection.
- Assume your share of responsibility for thoughtless or deliberate acts that cause injury to oneself, staff, or those we serve.
- Always keep cash property secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.

## **J. Insurance**

All volunteers are covered under Laurel House's general liability policy while acting in an official capacity as a Laurel House volunteer. For more information on the liability policy, contact the Senior Director.

## **K. Reimbursement**

You must have your supervisor's permission prior to incurring an expense on behalf of Laurel House. To be reimbursed for all authorized expenses, you must submit an expense report with receipts, and it must be approved by your supervisor. Although Laurel House is not able to reimburse for mileage, please know that for income tax purposes mileage can be tracked and counted toward your charitable deduction. Contact your income tax professional for further details.

## **IV. Conclusion**

Laurel House is dedicated to the vision of ending domestic violence in each life, home, and community. This week alone at Laurel House:

- A young mother called the hotline and a trained volunteer at the shelter listened attentively and made arrangement for the mom and her children to get to safety;
- A medical advocate volunteer met with a victim at a local hospital and provided her with options counseling;
- Counselors at the shelter helped a resident relocate to another city where she could begin her life again and be safe near family;

- Community volunteers coordinated a cell phone collection to raise funds for Laurel House ;
- Police called to request the on-call volunteer to help with safety planning for a victim of domestic violence;
- Donations of wish list items were accepted from a corporate partner;
- Children at the shelter participated in a craft project facilitated by a group of volunteers;
- And much more.

This week was not unusual. Each day, Laurel House volunteers, staff, board members, and community members are working with each other to address domestic violence. The work of volunteers is key to everything else that happens at Laurel House. As a Laurel House volunteer, you provide the foundation that binds together all other aspects of our program and the work of many parties.

This week, Laurel House made a difference in the lives of many.

Thank you for being a part of Laurel House and for the vital role you play in the agency's work. This week you made a difference!

## APPENDIX A

### MANDATED REPORTING OF CHILD ABUSE MODEL POLICY

This policy applies to all employees and volunteers who have been identified by Laurel House as mandatory reporters and provides guidance regarding mandated reporting requirements.

Any person *may* report suspected child abuse if she or he has reasonable cause to suspect that a child is a victim of child abuse; however, Pennsylvania law states that certain individuals are *required* to report.

The Child Protective Services Law lists all individuals required by law to make reports of child abuse. This list includes the employees and volunteers of social services agencies that have direct contact with children. In addition, individuals who, based on their role in scheduled programs, activities or services, accept responsibility for a child are mandatory reporters. Also, attorneys who work for social service agencies are mandatory reporters if certain criteria are met.

#### Child Abuse Reporting Policy

A Mandated Reporter shall **immediately** make a report if she or he has reasonable cause to suspect that a child is a victim of child abuse under any of the following circumstances:

- 1) Is in contact with the child in the course of employment, occupation, and practice of a profession or through a regularly scheduled program, activity, or service;
- 2) Is directly responsible for the care, supervision, guidance, or training of the child, or is
- 3) affiliated with an agency, institution, or organization that is directly responsible for the care, supervision, guidance or training of the child;
- 4) Receives a specific disclosure that an identifiable child is the victim of abuse; or
- 5) Receives a specific disclosure from a person over the age of 14 that she or he committed abuse.

*The Mandated Reporter does not have to have contact with the child or know the identity of the perpetrator(s) for a report to be made.* The Mandated Reporter is under no duty to investigate and is only required to report the information that she or he has at the time the report is made.

Every Mandated Reporter carries an individual responsibility to file a report under the circumstances identified above. However, CPSL does not require more than one individual from an agency to make the report in the event that each mandated reporter has exactly the same information as the person making the report. If mandated reporters learn of new information, then an additional report or reports should be made.

#### **Child Abuse Reporting Procedure**

As an employee or volunteer of Laurel House, you are considered a mandated reporter. If you have reasonable cause to suspect that a child is a victim of child abuse, you must:

- 1) **Immediately** make a report. The report may be made online via Child Welfare Portal ([www.compass.state.pa.us/cwis](http://www.compass.state.pa.us/cwis)). If unable to report online, then call Child Line at 1-800-932-0313. This hotline is staffed 24 hours per day. If the call is not answered, then immediately contact the county child welfare agency in the county where the incident occurred. Continue calling until you are able to speak with someone.
  - a. If a child is in immediate danger, call 911 to obtain immediate assistance for the child.
- 2) Notify the service recipient or attempt to notify the service recipient as quickly as possible of the disclosure of information contained in the child abuse report and make a plan to address privacy and safety concerns raised by the disclosure of information. Assign another staff member to work with the service recipient in those cases where circumstances and resources call for the service recipient to be assigned a new advocate.
- 3) After the report has been made, notify your immediate supervisor or designated person in charge.

- 4) The supervisor or designated person in charge will follow-up and make sure that the notice to the service recipient is achieved and will review the safety plan to address privacy and safety concerns raised by the report.
- 5) If the report was made via telephone to ChildLine, then complete the written CY 47 form and fax the completed report to the relevant Children and Youth agency within 48 hours. Provide the confirmation email from CWIS or the completed CY 47 to your supervisor or designated person in charge and keep a copy for your records.

The identity of the mandated reporter is confidential and is only released to law enforcement and/or the district attorney. If you are approached or contacted by the person about whom a report has been made, direct them to your immediate supervisor. The supervisor will follow-up with the Executive Director, and a decision will be made whether and how to respond.

Any employee that is questioned about the filing of a report, whether she or he has knowledge of the report, shall refer that individual to her or his supervisor. There is no criminal penalty for reporting, only for willful failure to report. If you are in doubt and you are a mandatory reporter – **REPORT**.

## **Definitions**

The definitions outlined below may all be found in the Child Protective Services Law in 23 Pa.C.S. § 6303.

### **CHILD ABUSE**

The term “child abuse” shall mean intentionally, knowingly, or recklessly doing any of the following:

- (1) Causing bodily injury to a child through any recent act or failure to act
- (2) Fabricating, feigning or intentionally exaggerating or inducing a medical symptom or disease which results in a potentially harmful medical evaluation or treatment to the child through any recent act
- (3) Causing or substantially contributing to serious mental injury to a child through any act or failure to act or a series of such acts or failures to act
- (4) Causing sexual abuse or exploitation of a child through any act or failure to act
- (5) Creating a reasonable likelihood of bodily injury to a child through any recent act or failure to act
- (6) Creating a likelihood of sexual abuse or exploitation of a child through any recent act or failure to act
- (7) Causing serious physical neglect of a child
- (8) Engaging in any of the following recent acts:
  - (i) Kicking, biting, throwing, burning, stabbing or cutting a child in a manner that endangers the child
  - (ii) Unreasonably restraining or confining a child, based on consideration of the method, location or the duration of the restraint or confinement
  - (iii) Forcefully shaking a child under one year of age
  - (iv) Forcefully slapping or otherwise striking a child under one year of age
  - (v) Interfering with the breathing of a child
  - (vi) Causing a child to be present at a methamphetamine laboratory under investigation by law enforcement
  - (vii) Leaving a child unsupervised with an individual, other than the child’s parent, who the actor knows or reasonably should have known:
    - (A) Is required to register as a Tier II or Tier III sexual offender, whether the victim of the sexual offense was under 18 years of age when the crime was committed
    - (B) Has been determined to be a sexually violent delinquent child.
- (9) Causing the death of the child through any act or failure to act.

### **RECENT ACT OR FAILURE TO ACT**

Any act committed within two years of the date of the report to the Department of Human Services or the county agency.

### **SERIOUS BODILY INJURY**

Bodily injury which creates a substantial risk of death or which causes serious permanent disfigurement or protracted loss or impairment of the function of any bodily member or organ.

### SERIOUS MENTAL INJURY

A psychological condition, as diagnosed by a physician or licensed psychologist, including the refusal of appropriate treatment, that:

- (1) renders a child chronically and severely anxious, agitated, depressed, socially withdrawn, psychotic or in reasonable fear that the child's life or safety is threatened; or
- (2) seriously interferes with a child's ability to accomplish age-appropriate developmental and social tasks.

### SERIOUS PHYSICAL NEGLECT

Any of the following, when committed by a perpetrator that endangers a child's life or health, threatens a child's well-being, causes bodily injury or impairs a child's health, development or functioning:

- (1) A repeated, prolonged or egregious failure to supervise a child in a manner that is appropriate considering the child's developmental age and abilities;
- (2) The failure to provide a child with adequate essentials of life, including food, shelter or medical care.

### SEXUAL ABUSE OR EXPLOITATION

Any of the following:

- (1) The employment, use, persuasion, inducement, enticement or coercion of a child to engage in or assist another individual to engage in sexually explicit conduct, which includes, but is not limited to, the following:
  - (i) Looking at the sexual or other intimate parts of a child or another individual for the purpose of arousing or gratifying sexual desire in any individual;
  - (ii) Participating in sexually explicit conversation either in person, by telephone, by computer or by a computer-aided device for the purpose of sexual stimulation or gratification of any individual;
  - (iii) Actual or simulated sexual activity or nudity for the purpose of sexual stimulation or gratification of any individual;
  - (iv) Actual or simulated sexual activity for the purpose of producing visual depiction, including photography, videotaping, computer depicting, or filming.

This paragraph does not include consensual activities between a child who is 14 years of age or older and another person who is 14 years of age or older and whose age is within four years of the child's age.

- (2) Any of the following offenses (as defined in the criminal code) committed against a child:
  - (i) Rape
  - (ii) Statutory sexual assault
  - (iii) Involuntary deviate sexual intercourse
  - (iv) Sexual assault
  - (v) Institutional sexual assault
  - (vi) Aggravated indecent assault
  - (vii) Indecent assault
  - (viii) Indecent exposure
  - (ix) Prostitution
  - (x) Sexual abuse
  - (xi) Unlawful contact with a minor
  - (xii) Sexual exploitation.

### PERPETRATOR

A person who has committed child abuse as defined in this section. The following shall apply:

- (1) The term includes only the following:
  - (i) A parent of the child

- (ii) A spouse or former spouse of the child's parent
- (iii) A paramour or former paramour of the child's.



## **Receipt and Acknowledgement of Laurel House Volunteer Handbook**

Please read the following statements, sign below and return to the Samantha Koellhoffer, Volunteer Coordinator at [skoellhoffer@laurel-house.org](mailto:skoellhoffer@laurel-house.org) or [volunteers@laurel-house.org](mailto:volunteers@laurel-house.org).

You can also fax it to 610-277-6425.

### **Understanding and Acknowledging Receipt of Laurel House Volunteer Handbook**

I have received and read a copy of the Laurel House Volunteer Handbook. I understand that the policies and practices described in it are subject to change at the sole discretion of Laurel House at any time.

### **Confidential Information**

I am aware that during the course of my volunteer experience, confidential information will be made available to me. I understand that this information is proprietary and critical to the safety of the families Laurel House serves and must not be given out or used outside of Laurel House's premises or with non-Laurel House employees. In the event of termination of my volunteer experience, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company.

I have also read and understand Laurel House's Code of Ethics.

\_\_\_\_\_  
Volunteer Name (Print)

\_\_\_\_\_  
Volunteer signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer Coordinator

\_\_\_\_\_  
Date