



# Healthier Moms & Babies

## HEALTHIER MOMS AND BABIES VOLUNTEER HANDBOOK

Revised January 2023

## **Healthier Moms and Babies Inc.**

Healthier Moms and Babies Inc. began in 1996 as a demonstration project at St. Joseph Medical Center in the Foundation office. Upon the sale of the hospital in 1997, Healthier Moms and Babies was transferred to the Fort Wayne Medical Society Foundation which serves as the umbrella organization for HMB providing their nonprofit status. As of 2021, Healthier Moms and Babies operates independently under our own 501c3 status.

We offer a variety of programs to best serve our community: our Healthy Start and Nurse Family Partnership home visitation programs pair at-risk moms with a nurse or case manager who walks along side the family throughout pregnancy journey and beyond. Our home visitors offer education and support, as well as connections to local resources. Our Fatherhood program is designed to assist and support fathers/partners in building positive relationships with their child/children and educating them to acknowledge, understand, and take control of the role they play in their family and in their community. Our Own Your Journey program aims to help women lead a healthier lifestyle during the preconception and interconception phase, assist with maintaining a healthy weight and overall lifestyle, provide support and health education on various topics including community resources, financial health, managing stress, exercise, healthy eating, importance of yearly well-checks, importance of birth planning and connect with a community of other women who share similar goals. Our Maternal Mental Health Director provides counseling and support to clients with high mental health needs, as well as providing mental health education on various topics such as, postpartum depression, anxiety, suicide, and other perinatal mood disorders to staff. Through our programs, we offer diapers, wipes, and other needed supplies to offset our families' needs and celebrate our clients' successes and milestones.

### ***Mission***

Our mission is to reduce infant mortality and improve the outcome of pregnancy in Northeast Indiana.

### ***Core Values***

#### ***At Healthier Moms and Babies, We are..***

*Dedicated*

*Compassionate Listeners*

*Honest*

*Positive Advocates*

*Collaborative*

*Respectful & Non-Judgmental*

*Change Makers*

*Prepared & Flexible*

*Supporters*

## **About This Handbook**

This Handbook is provided as a guide you may use to familiarize yourself with Healthier Moms and Babies (HMB). In this volunteer handbook, you will find important policies and procedures put forth to ensure the safety and integrity of HMB and our volunteer program. It is provided and intended only as a helpful guide. The Handbook is not, nor should it be considered to be, an agreement or contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation. This Handbook states only general HMB guidelines. HMB may, at any time, in its sole discretion, modify or vary anything stated in this Handbook— except as required by law, and except for the rights of the parties to terminate the volunteer relationship at will, which may only be modified by an express written agreement signed by you and the Executive Director.

This Handbook supersedes all prior handbooks, manuals, policies, and procedures issued by HMB. Any violation of the policies and/or procedures set forth in this Handbook may result in dismissal from the volunteer program.

## **How You Volunteer**

The talent and services of volunteers are important to HMB in accomplishing its mission. They shall be extended the right to be given meaningful assignments, the right to effective supervision, the right to full involvement and participation and the right to recognition for work done. Employees must extend to volunteers the same respect and equal treatment that they would to a fellow employee. This handbook has been provided to inform volunteers of the expectations, policies, procedures guidelines, bylaws or principles of HMB (“Policies”). Violations of these Policies may result in dismissal from the volunteer program.

The scope of a Volunteer's relationship with HMB is limited to a volunteer position and that no compensation is expected in return for services provided by Volunteer; that HMB will not provide any benefits traditionally associated with employment to Volunteer; and that Volunteer is responsible for his/her own insurance coverage in the event of personal injury or illness as a result of Volunteer's services to HMB

HMB does not assume any responsibility for or obligation to provide volunteer with financial or other assistance, including but not limited to medical, health, or disability benefits or insurance of any nature in the event of injury, illness, death, or damage to property. Volunteers must waive any such claim for compensation or liability on the part of HMB beyond what may be offered freely by HMB in the event of such injury or medical expenses incurred by volunteer.

## **Attendance and Punctuality**

As a courtesy to those who have planned volunteer events or meetings, it is important that you attend as you have registered or committed and to arrive on time.

If you are unable to report on time for any reason, send a text message or call the volunteer coordinator as far in advance as possible. If you do not get a return text message or if you do not reach your contact person by phone, please continue to attempt to contact them, confirming that they are aware that you are unable to come to your volunteer shift.

A volunteer who fails to report for shifts, meetings or events they have committed to may be removed from the HMB Volunteer Program.

### **Non-Discrimination and Harassment-Free Workplace**

HMB strives to maintain a workplace that fosters mutual employee respect and promotes productive working relationships. HMB believes that discrimination and/or harassment in any form constitutes misconduct that undermines the integrity of the employment relationship. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, gender identity, marital status, medical condition, military service, pregnancy, childbirth and related medical conditions, or any other classification protected by federal, state, or local laws and ordinances is prohibited and will not be tolerated.

HMB's anti-harassment policy applies to all persons involved in the operation of the Company and prohibits unlawful harassment by any employee of the Company, including managers, supervisors, and co-workers, as well as vendors, customers, contractors, volunteers and temporary employees.

### **Safety Measures**

It is the policy of Healthier Moms and Babies to provide safe conditions for all employees, patients and volunteers to establish the safety regulations necessary to ensure the safe conditions are maintained. It is also our policy to comply with all federal, state and local laws and regulations. Employees should report any hazardous conditions or suggestions for improving safety performance to their supervisor.

Any accident or injury, no matter how slight, must be reported to the volunteer coordinator or office manager within 24 hours of the accident or injury.

### **Volunteer Release**

Volunteers hereby release and forever discharge and hold harmless HMB and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from volunteer activities with HMB. Volunteers understand that this Release discharges HMB from any liability or claim that they may have against HMB with respect to any bodily injury, personal injury, illness, death, or property damage that may result from Volunteer's Activities with HMB, whether caused by the negligence of HMB or its officers, directors, employees, or agents or otherwise. Volunteers also understand that HMB does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness.

### **Harassment**

It is the policy of HMB to provide and maintain a working environment free from sexual or other harassment for its employees and volunteers. As such, HMB will not tolerate any form of sexual or other harassment, either verbal, written, physical or through social media based on race, religion, gender, national origin, age, physical or mental disability, or any other legally protected status.

For purposes of this policy, the term “sexual harassment” is defined as “a continuing pattern of unwelcome sexual advances, request for sexual favors or physical contact of a sexual nature” under any of these conditions:

- When submission to the conduct involves the condition of the individual’s employment, either stated or implied
- The individual’s submission or refusal is used, or might be used, as the basis of an employment decision which affects the individual
- The conduct unreasonably interferes with the individual’s job performance or creates a work environment that is intimidating, hostile or offensive.

For purposes of this policy, the term “other harassment” is defined as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, gender, national origin, age or physical or mental disability, or that of his or her relatives, friends, associates, that:

- Has the purpose or effect of creating and intimidating, hostile or offensive working environment
- Has the purpose or effect of unreasonably interfering with and individual’s work performance
- Otherwise adversely affects an individual’s employment opportunities.

Harassing conduct includes, but is not limited to, the following:

- Epithets, slurs, negative stereotyping or threatening, intimidating or hostile acts that relate to race, color, religion, gender, national origin, age or disability
- Written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, gender, national origin, age or disability and that is placed on walls, bulletin boards, social media or circulated in the workplace

If you feel that you have been the subject of harassment (sexual or otherwise) you should demand that the harassment stop and immediately report the incident to the volunteer coordinator. If the volunteer coordinator is unavailable or if the volunteer coordinator is involved in the incident, you may report the matter to the office coordinator. If the office manager is not available or if you do not feel comfortable reporting your concerns to the office manager, you may report the matter to Executive Director.

All complaints, regardless of the manner in which the complaints were made or the individuals involved, will be investigated in a timely and confidential manner. The investigation will be made without bias or premature judgment. All employees shall be protected from coercion, intimidation, retaliation, interference or discrimination for making a complaint or otherwise assisting in an investigation. If an investigation reveals that a complaint of harassment is credible, prompt disciplinary action will be taken against any employee of HMB who has violated this policy. Based on the seriousness of the offense and other surrounding circumstances, disciplinary action may include verbal or written reprimand, suspension or termination.

### **Confidential Information**

As a volunteer of HMB, regardless of function, you may be privy to a large amount of confidential information. This information could include client's name, strategic plan/operations of HMB, or personal information regarding another employee or visitor.

It is important to remember that releasing confidential information, discussing confidential information or violating policies that secure confidential information regarding HMB, an employee of HMB, or a patient except as necessary to perform job responsibilities will not be tolerated.

Violations of this policy including, breach of confidential information, is considered sufficient cause for disciplinary actions up to and including termination.

### **Substance Abuse Policy**

HMB has a strong commitment to provide a safe workplace. The use and abuse of drugs and alcohol can seriously impair your ability to perform your duties safely and efficiently. Because a drug or alcohol impaired employee can pose significant threat to the safety of the public and co-workers as well as the employee's own safety, HMB has established this policy as part of its ongoing efforts to maintain a drug and alcohol free workplace.

### **Dress Code**

The HMB work environment for volunteers encompasses much time standing, sitting, moving and lifting, so comfortable and safe attire is recommended. Our goal is to provide a workplace environment that is comfortable and safe for all volunteers. We expect your attire, although casual, will exhibit common sense and professionalism. When meeting with business connections, professional attire is preferred. Sturdy, totally closed shoes are required when at the warehouse. HMB makes reasonable accommodations as required by law for dress directly related to an employee's religion, national origin, disability, or pregnancy.

HMB reserves the right to determine whether attire is inappropriate for its business and will inform you of this and ask that your attire be changed.

### **Conduct Standards & Discipline**

HMB expects every volunteer to adhere to the highest standards of job performance and of personal conduct, including individual involvement with HMB staff and clients.

HMB reserves the right to discipline or dismiss a volunteer from the volunteer program for violating any HMB policy, practice, or rule of conduct. Again, volunteer service with HMB is "at will." HMB has the right to end your service at any time, with or without a reason and with or without notice.

The following list is intended to give you notice of our expectations and standards. However, it does not include every type of unacceptable behavior that can or will result in disciplinary action. Be aware that HMB retains the discretion to determine the nature and extent of any discipline based upon the circumstances of each individual case.

Volunteers may be dismissed for poor performance, including, but not limited to the following:

- unsatisfactory quality or quantity of work
- repeated absences or lateness
- failing to follow instructions or HMB procedures, or
- failing to follow established safety regulations.

Volunteers may also be disciplined and/or dismissed for misconduct, including, but not limited to, the following:

- falsifying volunteer application or any other HMB record or document
- insubordination or other refusal to perform volunteer service duties
- using vulgar, profane or obscene language, including any communication or action
- that violates HMB's policy against harassment and other unlawful forms of discrimination, disorderly conduct, fighting, or other acts of violence
- misusing, destroying, or stealing HMB's property or another person's property
- possessing, entering with or using weapons on HMB's property
- possessing (in one's system or otherwise), selling, furnishing or using alcohol, or any drug of abuse, while on-the-job or on HMB property (This does not preclude the legal consumption of alcohol at HMB sponsored or sanctioned events where alcohol is offered or furnished as part of the event.)
- violating conflict of interest rules
- disclosing or using confidential or proprietary information without authorization
- violating HMB's computer or software use policies
- being convicted of a crime that indicates unfitness for a job or presents a threat to HMB or its employees or volunteers in any way.

Retaliation against any volunteer for bringing forward in good faith a concern about harassment or discrimination or participating in an investigation is strictly prohibited.

### **Communication with Press or Media**

It has always been HMB's policy to cooperate as fully as possible with news media inquiries and to communicate truthfully with the media on company matters appropriate for public knowledge. Media inquiries in relation to HMB must be handled in accordance with the following guidelines:

All inquiries should be referred to the Executive Director, who will respond directly or designate another spokesperson and who will also help draft or direct an appropriate response if necessary.

This policy covers all forms of responses to the media, including off-the-record and anonymous statements.

### **Social Media Practices**

HMB recognizes that social media is regularly used as a form of communicating. We trust and expect volunteers to exercise personal responsibility whenever they participate in social media. "Social media" and related technology include, but are not limited to, video or Wiki posts, social networking sites such as Facebook, Twitter, Instagram, and YouTube, chat rooms, podcasts, discussion forums, personal blogs or other similar form of online journals, diaries or personal newsletters not affiliated with the Company.

This policy also includes future social media technologies and applications that may not yet be contemplated.

Volunteers may not use social media in a manner that interferes with their job duties or violates a company work rule or policy. Specifically, volunteers may not use social media to harass, threaten, intimidate, retaliate against, or discriminate against other HMB volunteers, employees, activities, training sites, or competitors. These restrictions do not prohibit conduct protected by Section 7 of the National Labor Relations Act.

Volunteers are responsible for protecting confidential and proprietary company information. Volunteers may not disclose any confidential or proprietary information of or about the Company, its clients, its affiliates, vendors, or suppliers, including but not limited to business and financial information.

At all times, including when using social media during non-work hours, volunteers must comply with the Company's policies regarding the confidentiality of company operations. Volunteers may not, at any time, use social media to discuss confidential Company-related matters.

Unless specifically instructed, volunteers are not authorized to speak on behalf of HMB. Volunteers may not represent that they are communicating the views of HMB or do anything that might reasonably create the impression that they are communicating on behalf of, or as a representative of, HMB. Do not use or reproduce our logo, website link or other HMB information without advance written permission of Management. When expressing your opinion or position, you must use your own name and internet account, not HMB's name or internet account. Your comments or posts must be yours alone, and must not appear to be representative of or approval by HMB