



Volunteer HANDBOOK

Revised 2/28/23



This handbook belongs to:

Family
Anti
Violence
Organized
Response

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Welcome to FAVORHOUSE

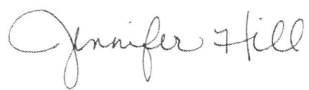
Dear Volunteer,

You are making all the difference in the lives of survivors of abuse. As they bravely unbind themselves from their batterers and knock down barriers to become independent, it is your generous commitment of time and compassion that makes it possible. You keep FavorHouse's mission alive.

FavorHouse is dedicated to helping victims of intimate partner violence to create a new beginning for themselves. We are also passionate about educating our community on recognizing and preventing abusive behaviors, preventing teen dating violence, and being a resource to those who are dealing with various forms of abuse. We couldn't do these things without volunteerism, contributions, and advocacy from community members...like YOU.

It is our sincere hope that you will have a meaningful experience working with FavorHouse and that you will have the opportunity to see, firsthand, the impact you are making. Thank you for choosing to spend your time and energy with us!

Welcome aboard!



Jennifer Hill
Community Relations and Volunteer Coordinator
Jennifer@FavorHouse.org
850-434-1177 ext 104
850-503-2375 cell

The Evolution of FavorHouse of NWFL, Inc.

1980 FavorHouse of Northwest Florida, Inc. becomes an independent Florida not-for-profit corporation.

1994 New counseling and outreach center completed at 2001 W. Blount St. to facilitate meetings, victim's programs, counseling, batterer's intervention program, and community education.

1999 Escambia County Outreach and Counseling center destroyed by fire in May 1999 and rebuilt by December 1999.

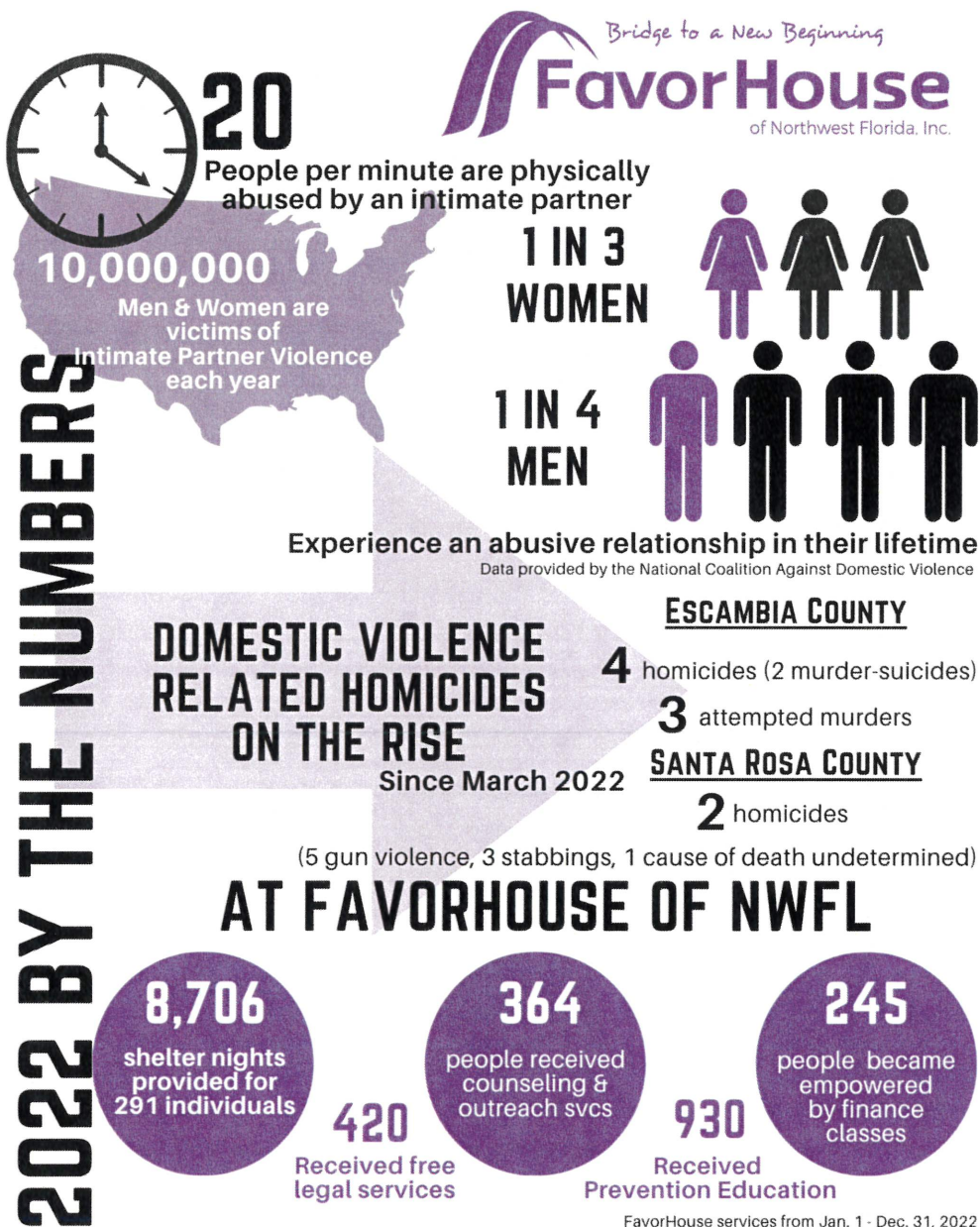
2000 Board of Directors purchase 3,000 sq. ft. existing home on 4.5 acres in Santa Rosa to become a 21-bed extended-stay shelter.

2005 FavorHouse celebrates 25 years of service with the first White Rose Luncheon and White Rose Award.

2009 Santa Rosa outreach center located in the Milton Historical District destroyed by fire that consumed an entire city block. Outreach center moves to modern commercial plaza in Milton.

2021 FavorHouse Executive Director, Sue Hand, passes away after serving as leader for 34 years. Program Director, Marsha Travis becomes interim Executive Director.

2022 Tracie Hodson becomes Executive Director of FavorHouse in June 2022.



We can't thank our community enough for your faithful support!
Last year, your generosity provided crisis intervention and supportive services to more than 1,000 D.V. Survivors!

FavorHouse Programs & Services

Emergency and Extended-Stay Shelter

FavorHouse has an emergency shelter in Escambia county and an extended-stay shelter in Santa Rosa county. Shelter is available to all domestic violence victims regardless of age, race, color, sex, religion, national origin, marital status, pregnancy, veteran status, gender identity or expression, or sexual orientation, AIDS/HIV, Sickle cell trait, citizenship status, genetic information, disability or any other protected status in accordance with the requirements of all federal, state and local laws. Children up to age 17 (18 if still in high school) are accommodated with parent entering shelter. FavorHouse shelters are pet-friendly with the exception of reptiles, insects, and exotic animals. Indoor kennel facilities are available to shelter residents. All residents of FavorHouse shelters receive items to meet basic needs (shelter, food, clothing, toiletries, and bathing).

24/7 Crisis Hotline

A trained advocate is available 24 hours a day to answer the crisis hotlines for Escambia and Santa Rosa counties. Victims or their friends/family members can call the hotline to create a safety plan for leaving a violent partner. Advocates answering the hotline can also provide resources and referrals to additional FavorHouse services.

(Programs & Services continued next page)

FavorHouse Programs & Services Continued

Legal Services

FavorHouse attorneys specialize in filing for, and helping obtain, domestic violence injunctions for protection by advocating for survivors through the court system.

Economic Empowerment

Economic Empowerment advocates work with FavorHouse clients one-on-one to create a plan to become financially independent. Economic empowerment workshops are available free to the public.

Counseling and Support Groups

Trained counselors provide individual counseling to all survivors of intimate partner violence. Support groups and classes are available for survivors throughout the community.

Teen Dating Violence Prevention

Primary Prevention specialists are trained to facilitate in-class instruction on healthy vs. unhealthy dating behaviors to teen and pre-teen classes and youth organizations. Classes and workshops are also available, free of charge, to help providers who work with teens to identify and report suspected abuse.

FavorHouse Children's Center (Escambia County)

Child-friendly facility available to children whose parent is receiving services at FavorHouse. A new children's program is under development and will be announced at a later date.



Requirements

Volunteer Classifications:

Internal Volunteer: 18 years or older. Internal volunteers work within FavorHouse offices and shelters and directly with survivors. These volunteers are exposed to sensitive and confidential information. Internal volunteers require a Level II Background check which will need to be renewed every five years. Internal volunteers also complete 36 hours of CORE competency training and other certifications depending on the volunteer position.

External Volunteer: Minors are required to be accompanied by an adult. External volunteers do not work directly with survivors and are less likely to be exposed to sensitive and confidential information.

Required Paperwork:

Internal Volunteer -

Internal Volunteer Application

Level II Background Check Form

About Me

Confidentiality Agreement

External Volunteer -

External Volunteer Application

About Me

Confidentiality Agreement

Volunteer Positions

Internal:

Crisis Hotline Advocate
House Host
Health Services
Financial Services
Legal Services
Therapy Services
Counseling Services
In-Shelter Assistant
Cleaning & Organizing
Yard Work/Landscaping
Building Maintenance
Children's Program Coordinator
Children's Program Assistant
Recreation Program Coordinator
Office Assistant
Translator
Goods Donation Processing

External:

Event Photography/ Videography
Ambassador (Community Events)
Fundraising
Building/Refinishing
Cooking Meals (for Shelter and Staff well-being events)
Translator
Direct Mailings
Printing Services
Outreach Lobby Decorating
Arts & Crafts (for events)
Event Committee Member

Volunteer Groups:

Contact the Vol. Coordinator, Jennifer Hill, to plan a group volunteer project based on current needs.

Background Check & Training

Background Check (Internal Volunteers Only)

FavorHouse of NWFL, Inc. will conduct a background check on all internal volunteers, interns and paid staff, to ensure the safety and confidentiality of all people receiving services.

Once the background check form has been turned in, you will be contacted to schedule your fingerprints.

Due to budget restraints, we are suggesting a tax-deductible donation of \$65 to help off-set the cost of the required Level II Background Check.

Drug Screening may be required for some internal volunteers that provide direct services to FavorHouse clients.

Training (Internal Volunteers Only)

Once the background check has returned, you will be contacted to schedule CORE competency training. Training may be in person or over Zoom. Training is a total of 36 hours, which is broken up over several days.

Topics learned in training include a comprehensive overview of domestic violence, trauma, confidentiality, prevention, and best practices/standards among other related topics.

Electronics Usage Policy

- All office, telephone and computer equipment, software and supplies are the sole property of FavorHouse of Northwest Florida, Inc. and should not be utilized for personal or non-business use.
- Personally owned electronic equipment that can record or transmit information, including but not limited to cell phones and cameras could pose a potential risk to confidentiality. Volunteers (and employees) are expressly prohibited from using such devices for purposes that are illicit, illegal, discriminatory, or determined to be a risk to confidentiality.
- No pictures are to be taken of shelter residents or the outside of the shelters.
- If it's questionable, don't do it. Please seek permission from the volunteer coordinator before you take photos or recordings to verify that it doesn't violate confidentiality.



General Policies

- Treat others how you want to be treated. We are a community of civically-minded individuals who are coming together for a common cause. We make a life-changing impact on people's lives every day. Remember that everyone has a name; they have a story; and they are on a journey. Kindness and compassion are essential to the work we are doing.
- Under no circumstances should FavorHouse client information be shared with anyone other than FavorHouse staff. For example, if a person asks you if you can verify that their family member is in the shelter; you may not answer to who is or is not a client of FavorHouse.
- If a volunteer is ever approached by the media regarding FavorHouse, refer them to the Executive Director, Tracie Hodson, as the spokesperson for the organization.
- Solicitation of personal business activities to FavorHouse clients, staff, and volunteers is prohibited.
- If running late or missing a scheduled shift, notify your designated supervisor as soon as possible. Chronic tardiness or absence will result in the loss of volunteer's position.
- FavorHouse clients are never to be transported in volunteer vehicles. Volunteers agree to not open their homes to FavorHouse clients as a place to stay.
- Sharing personal prescription or non-prescription medications with FavorHouse clients, staff, and/or volunteers is prohibited.
- If you have a problem or concern, contact a FavorHouse staff member.

Volunteer Time Keeping

Volunteer time keeping is vitally important to non-profit organizations like FavorHouse. Some funding and grant opportunities use volunteer engagement data, such as total volunteer hours, as a determining factor if funding is awarded.

A volunteer timesheet will be provided to you. Timesheets need to be turned in to Jennifer Hill at Jennifer@FavorHouse.org at the end of every month or at the end of

TIME KEEPING



1

Include travel time in your volunteer hours.



2

Timesheets are collected at the end of the month or end of a project.



3

Volunteers submit timesheets to Jennifer Hill at Jennifer@FavorHouse.org



4

Interns submit timesheets to Marsha Travis at Marsha@FavorHouse.org

Frequently Asked Questions

Q: Does FavorHouse accept donations of used items?

A: FavorHouse does not currently have the space or manpower to facilitate the processing of used clothing and home goods at this time. We are working towards building a used goods donation program in the future. Please check back with us again.

Q: Are men allowed at FavorHouse?

A: Yes. The services we provide extend to all victims of intimate partner violence and abuse.

Q: Are pets allowed at FavorHouse?

A: FavorHouse shelters are pet-friendly with indoor kennel facilities. Most pets are allowed with the exception of reptiles, insects, and exotic animals.

Q: Who can get shelter at FavorHouse?

A: All victims of abuse by an intimate partner.

Q: Are children allowed in Shelter?

A: Children up to age 17 (18 if still in high school) are able to accompany their parent who is a victim of intimate partner violence.

Employee Directory

Executive Director - Tracie Hodson

Tracie@Favorhouse.org 850-434-1177

Program Director - Marsha Travis

Marsha@Favorhouse.org 850-434-1177

Shelter Manager - Donna Clark

Donna@Favorhouse.org 850-434-6600

Community Relations & Volunteer Coordinator - Jennifer Hill

Jennifer@Favorhouse.org 850-503-2375

Economic Empowerment Advocate - Kathy Hough

Kathy@Favorhouse.org 850-982-0779

Legal Services (Santa Rosa)- Lindsay McDonald

Lindsay@Favorhouse.org 850-626-5600

Legal Services (Escambia)- Lori Prettyman

Lori@Favorhouse.org 850-982-0719

Primary Prevention Specialist - Mike Young

Mike@Favorhouse.org 850-434-1177

Escambia County

Outreach Office

850-434-1177

2001 W. Blount St.

Pensacola, FL 32501

Shelter

850-434-6600

Santa Rosa County

Outreach Office

850-626-5600

6480 Caroline St. Suite B

Milton, FL 32570

Shelter

Time Keeper

Date	Time In/Time Out	Project
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