



Volunteer Information Handbook

Thank you for volunteering with The Baltimore Station

Our Mission

“The Baltimore Station turns lives around. We are an innovative therapeutic residential and outpatient treatment program supporting veterans who are overcoming obstacles to regain self-sufficiency”.

Overview

With a small staff, The Baltimore Station could not operate without a corps of committed, long-term community volunteers. Volunteers contribute over 300 hours of service every month and play a key role in helping us fulfill our mission to support veteran and others who are transitioning through the cycle of poverty, addiction and homelessness to self-sufficiency. As we grow and evolve our operations, it is crucial that we continue to promote a favorable and lasting impression of The Baltimore Station in the minds of everyone with whom we interact, including clients, donors, media, volunteers and the general community. Our volunteers are important to us and we ask for your help to create a safe and meaningful volunteer experience. With that, all volunteers must review and acknowledge receipt of our organization policies and processes. We appreciate your service!

And remember: When you volunteer, you're not just helping others—you're helping yourself. Volunteering leads to new discoveries and new friends. Plus, studies show that volunteering helps you live longer and promote a positive outlook on life!

We know that while you are serving as a volunteer you will want to give your best to the folks to which you are assigned. We are glad you are a part of these programs, and we look forward to sharing many good and rewarding times as we work together to impact our community.

About the Handbook

This handbook is designed to introduce you to The Baltimore Station and to provide a basic overview of the policies and procedures that provide all of us guidance and direction. As a volunteer, you are provided with a safe work environment, necessary job training, supervision, evaluation and recognition.

In return we expect you to honor your commitment to The Baltimore Station, respect other staff members and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify policies, practices and other information in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact the Volunteer Coordinator.

Who we are...

Over 25 years, The Baltimore Station has transformed from a small group of devoted citizens who assisted the homeless in South Baltimore to the successful therapeutic residential treatment program it is today.

Here is a look at our history:

1987- The Baltimore Station's early roots trace back to when three caring citizens began providing blankets and sandwiches to the homeless in South Baltimore.

1989 - As their efforts expanded to include a winter shelter for homeless men, the South Baltimore Homeless Shelter was incorporated as a nonprofit organization.

November 1991 – The organization found a new home in an old fire station, naming it the South Baltimore Station. Shifting its focus, The South Baltimore Station began a new mission of providing transitional housing for homeless men struggling with substance abuse. Not only did the organization provide food, housing and clothing, they gave men the skills they needed to get off the street for good.

July 2004 – A new facility, The Seton Hill Station, was acquired to provide housing and services to additional homeless men. The Seton Hill Station opened with 25 beds. The organization officially changed its name from the South Baltimore Homeless Shelter to The Baltimore Station to better reflect its mission and program.

2006 – The Seton Hill Station facility increased its capacity from 25 beds to 40 beds. Along with the 50 beds at the South Baltimore Station facility, The Baltimore Station served a total of 90 men at this point in time and served approximately 200 men over the course of the year.

Veteran's Day 2007 - The Baltimore Station broke ground at the South Baltimore site to rehabilitate the existing firehouse and construction began on a three-story addition, formerly an adjacent parking lot.

December 2008 – The addition to the South Baltimore Station facility was completed and supporters, staff and residents celebrated with a ribbon-cutting ceremony presided over by Governor Martin O'Malley on January 6, 2009. The completed structure accommodates 92 beds and is the facility we occupy today.

March 2010 – The Baltimore Station purchased three properties in the Sandtown-Winchester neighborhood of Baltimore to both relocate and expand the Seton Hill Station.

November 2011 – Renovations were complete to the three new properties - two row houses and an old Catholic Rectory at 1611 Baker Street, converting them into a 40-bed facility.

2012 – Began managing overflow shelter for Baltimore City (nightly men's shelter). The Baltimore Station also celebrated its 25th Anniversary with the Silver Celebration of Second Chances.

2015 – Following an update to the organization's mission and vision statements, The Baltimore Station implemented a client-centered and trauma-informed treatment approach.

2017 – Friends of The Station corporate giving program was launched with Maryland Multi-Housing Association as the first member. The Baltimore Station also earned a three-year accreditation from CARF – the highest level of national accreditation, demonstrating its commitment and full compliance in offering programs and services that are measurable, accountable and of the highest quality. The Baltimore Station also applied for and received funding for 91 beds through the Veterans Administration (VA) making us the largest provider of homeless veteran services in the region.

2018 – The Baltimore Station continues to grow through the Veterans Administration’s Service Intensive Transitional Housing Grant, making us the largest VA funded Grant & Per Diem Provider in the region.

Today, The Baltimore Station has 138 beds, providing homeless men, mostly veterans, with an opportunity to turn their lives around. However, the journey does not end here, as our program continues to expand and evolve.

Expectations

What We Expect From You:

Before You Volunteer...

- Be honest and open with staff regarding intent, goals, needs, and skills so that a good placement is possible.
- Understand the requirements of time and duties before accepting them.
- Contact the Volunteer Coordinator, if you have questions.

While You Volunteer

- Consider your assignment a serious professional commitment and view the position as valid and important.
- Be aware of and abide by the policies and procedures of The Baltimore Station and participate fully in training and any meetings associated with the assigned work.
- Be prompt and reliable in reporting for work and notify your immediate supervisor or coordinator as soon as possible if unable to work scheduled shift(s).
- Dress in an appropriate manner for the position/job assigned – modest clothing is always required.
- Long pants and closed toe shoes are required to work in the kitchen.
- Give accurate information to the public and respect the confidentiality of The Baltimore Station and the public.
- Follow the assignment and accept supervision.
- Return The Baltimore Station’s equipment at completion of assignment.
- Follow our values.
- Return project evaluations when requested.
- Do not make public statements that appear to associate The Baltimore Station with personal opinions of the volunteers, or which are critical of The Baltimore Station or any of its sponsors.
- Do not make statements that appear to identify The Baltimore Station with a political party or a candidate for federal, state or local office. At all times during the performance of their services, conduct themselves in such a manner as not to discredit themselves, or The Baltimore Station.

Keep Us Informed...

- Notify the Volunteer Coordinator, of any address or phone number changes as soon as possible.
- Provide adequate notice to the Volunteer Coordinator, before terminating your position.
- Notify the Volunteer Coordinator, within 24 hours of an accident during your work.
- Keep an accurate record of the hours you worked on a project and report your hours to the Volunteer Coordinator, as requested.
- If unable to report for your assignment contact Volunteer Coordinator, or staff supervisor.

What You Can Expect From Us:

A Positive Experience...

- Full support and effort of The Baltimore Station to make your experience satisfying and rewarding.
- To be treated in accordance with The Baltimore Station's values.
- Opportunities to expand your knowledge and skills, at all skill levels and in a variety of geographic areas.
- To be thanked and recognized for time, effort, or materials donated to The Baltimore Station informally and/or formally.

Prompt Communication...

- Timely communication about volunteer opportunities through The Baltimore Station web site or other means and inquiries returned promptly.
- To receive direction and support from The Baltimore Station and to have an honest, constructive evaluation of performance whenever requested.
- To be informed of policies and procedures of The Baltimore Station and the Volunteer Program.

A Fair and Safe Work Environment...

- Non-discrimination in recruitment, selection, training, rewards or duties assigned, regardless of race, religion, national origin, age, sex, marital status, physical or mental handicap, providing it does not prevent performance of the assigned work.
- To receive orientation and training for the safe and successful performance of duties and to have a safe working environment.
- Support from the Volunteer Program to resolve conflicts between you and a staff member or other volunteer.
- To be treated courteously by employees.
- To be informed of any required equipment and/or skills up-front.

A Variety of Opportunities...

- A choice of short term or long-term project commitments.
- To be able to work on more than one project if responsibilities in both projects can be fulfilled.

Volunteer Policies and Procedures

Attendance and Absenteeism

We do understand that, from time to time, certain situations may arise that prevent you from doing so. Please alert the Volunteer Coordinator of any scheduled absences—such as vacation—as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence—illness or emergency—please alert the Volunteer Coordinator as soon as possible, preferably 24 hours before your scheduled shift begins.

Punctual and regular attendance is an essential responsibility of each volunteer at The Baltimore Station. The purpose of this policy is to promote the efficient operation of The Baltimore Station and minimize unscheduled absences.

Any volunteer who fails to report without notification multiple times will need to have a conversation with the Volunteer Coordinator.

Volunteers must sign in at the beginning of their volunteer time and sign out at the end of their volunteer time. We ask you to take breaks when you need them, just let a staff person know.

Volunteer-Resident Relationships

The residents of The Baltimore Station are on a road to recovery and sustainability. The following policies are designed to protect that journey and prevent introducing dependency at the wrong stage of the resident's recovery. Additionally, these policies help to protect volunteers from being negatively affected by behaviors and habits the residents are working to change.

Volunteers are not to give money or any materials of value directly to the residents of The Baltimore Station. All donations must go through The Development or Clinical Department.

Volunteers are not to give out information such as personal or professional address or telephone numbers to the residents of The Baltimore Station. All contact exchanges must go through.

Volunteers should not offer residents of The Baltimore Station transportation or any other services without permission from a Case Manager or The Clinical Department.

Standard of Appearance

Dress appropriately for your duties. For example, physical work requires clothing that is comfortable and durable. Clothes cannot be torn, grayed, dirty, or reveal any part of the cleavage, midriff or buttock. Only closed toe shoes, no heels.

While working in the kitchen long pants or skirts are required in addition to closed toe shoes.

Volunteer File

Your file is confidential and consists of written documents retained by the Volunteer Coordinator. The volunteer's file can be only reviewed by the volunteer, the Volunteer Coordinator and Executive Director.

This file contains basic contact information and records about your volunteer service with The Baltimore Station

Ending Your Volunteer Service

You may end your volunteer service with the organization at any time. We request that you notify the Volunteer Coordinator as soon as possible.

Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the situation will be made including a meeting between staff and volunteer involved, the Volunteer Coordinator, and, if appropriate, the Executive Director. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of The Baltimore Station.

Driver Safety Policy

The safety and well-being of our volunteers is of critical importance to the organization. At no point during a volunteer's time of service will they be asked to drive a motor vehicle belonging to The Baltimore Station.

Personal Vehicles

Volunteers should not be asked to drive their own motor vehicles during their time of service. Volunteers may own their own time and at their own risk use their own vehicle to transport a resident or staff member of The Baltimore Station. Volunteers are obligated to obtain insurance covering any accident involving their private motor vehicle when driven in the course of such activity. The Baltimore Station accepts no responsibility or liability for events that occur while volunteers use their own motor vehicles in such situations.

Confidentiality Agreement

Client information is confidential. No client information or proprietary information will be shared outside of The Baltimore Station. You will be asked to sign a Confidentiality Agreement. By signing this document, you acknowledge that you agree to refrain from the unauthorized use or disclosure of any proprietary or client information.

Please sign the confidentiality agreement found at the back of this handbook, stating you will follow the confidentiality standards of The Baltimore Station.

Drug-Free Environment

The Baltimore Station provides a drug-free, healthy, and safe environment. Volunteers may be subject to drug testing in accordance with our specific policies and procedures.

While on The Baltimore Station premises and while conducting The Baltimore Station related activities off The Baltimore Station premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

Occasionally, The Baltimore Station may sponsor events where alcohol is served. In such situations, volunteers who consume alcohol are expected to act in a responsible manner.

The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe

manner that does not endanger other individuals in the workplace.

Volunteers must advise the Volunteer Coordinator if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

Policy Against Harassment

The Baltimore Station is committed to maintaining a work environment free of unlawful harassment. The Baltimore Station prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected under federal or state law or local ordinance or regulation. All such harassment is unlawful. The Baltimore Station policy applies to all persons involved in the operation and prohibits unlawful harassment by any volunteer/employee of The Baltimore Station including supervisors and co-workers.

Policy Against Sexual Harassment

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that is sufficiently pervasive or severe to unreasonably interfere with an employee's job performance or create an intimidating, hostile, or offensive working environment. While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- Threatening, directly or indirectly, to retaliate against a volunteer, if the volunteer refuses to comply with a sexually oriented request;
- Engaging in sexually suggestive physical contact or touching another volunteer in a way that is unwelcome;
- Displaying, storing, or transmitting pornographic or sexually oriented materials using The Baltimore Station equipment or facilities;
- Engaging in indecent exposure; or
- Making sexual or romantic advances toward a volunteer and persisting despite the volunteer's rejection of the advances.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

Volunteers are prohibited from harassing other volunteers whether or not the incidents of harassment occur on The Baltimore Station premises and whether or not the incidents occur during working hours.

Sexual harassment can involve males or females being harassed by members of either sex. Although sexual harassment typically involves a person in a greater position of authority as the harasser, individuals in positions of lesser or equal authority also can be found responsible for engaging in prohibited harassment

Volunteer Responsibility:

If a volunteer believes he/she has been subject to sexual harassment or any unwanted sexual attention, he or she should:

- Make their unease and/or disapproval directly and immediately known to the harasser;
- Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses; and
- Report the incident to the Volunteer Coordinator or Executive Director.
- All incidents of sexual harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

Sexual Abuse and Molestation Prevention

The Baltimore Station, Inc. does not permit or allow sexual abuse or molestation to occur in the workplace or at any activity sponsored by or related to it. In order to make this “ZERO—TOLERANCE” policy clear to all volunteers and staff members that we have adopted mandatory procedures that staff, volunteers, family members, board members, individuals and victims must follow when they learn of or witness sexual abuse or molestation. Sexual abuse takes the form of inappropriate sexual contact or interaction for the gratification of the actor who is functioning as a caregiver and is responsible for the client’s care. Sexual abuse includes sexual assault, exploitation, molestation or injury. It does not include sexual harassment, which is another form of behavior which is prohibited by The Baltimore Station, Inc.

Reporting Procedure

All Staff Members/Volunteers who learn of OR suspect sexual abuse being committed must immediately report it to any 1 of the following 3 individuals:

- 1) Executive Director
- 2) Director of Operations
- 3) Clinical Director

THE 3 SEPARATE INDIVIDUALS LISTED ABOVE ARE LISTED IN NO SPECIFIC ORDER. There are 3 individuals listed so that ANY allegation can be effectively reported no matter who the allegation is against.

If the victim is an adult, the alleged abuse will be reported by one of the individuals above to the local or state Adult Protective Services (APS) Agency.

Investigation & Follow Up

We take allegations of sexual abuse seriously. Once the allegation is reported we will promptly, thoroughly and impartially initiate an investigation to determine whether there is a reasonable basis to believe that sexual abuse has been committed. Our investigation may be undertaken by either an internal team or we may hire an independent third party. We will cooperate fully with any investigation conducted law enforcement or regulatory agencies and we may refer the complaint and the result of our investigation to those agencies. We reserve the right to place the subject of the investigation on an involuntary leave of absence or reassigning that person to responsibilities that do not involve personal contact with individuals. To the fullest extent possible, but consistent with our legal obligation to report suspected abuse to appropriate authorities, we will endeavor to keep the identities of the alleged victims and investigation subject confidential.

If the investigation substantiates the allegation, our policy provides for disciplinary penalties, including but not limited to termination of the actor’s relationship with our organization

Signs of sexual abuse:

There are a number of “red flags” that suggest someone is being sexually abused. They take the form of physical or behavioral evidence.

Physical evidence of sexual abuse includes, but is not limited to:

- Sexually transmitted diseases;
- Difficulty walking or ambulating normally;
- Stained, bloody or torn undergarments;
- Genital pain or itching; and
- Physical injuries involving the external genitalia.

Behavioral signals suggestive of sexual abuse include, but are not limited to:

- Fear or reluctance about being left in the care of a particular person;
- Recoiling from being touched;
- Bundling oneself in excessive clothing, especially night clothes;
- Discomfort or apprehension when sex is referred to or discussed; and
- Nightmares or fear of night and/or darkness.

Retaliation Prohibited

We prohibit any retaliation against anyone, including an employee, volunteer, board member, or individual, who in good faith reports sexual abuse, alleges that it is being committed or participates in the investigation. Intentionally false or malicious accusations of sexual abuse are prohibited.

Anyone who improperly retaliates against someone who has made a good faith allegation of sexual abuse, or intentionally provides false information to that effect, will be subject to discipline, up to and including termination.

Smoking

In response to state and local laws and building codes, smoking is only permitted in designated areas.

Solicitation

Solicitation by non-staff or staff members for any reason on company property is not allowed.

Substance Abuse

The possession, use, or sale of illegal drugs is never acceptable in our business environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct.

We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

If a volunteer is suspected of being or is found to be under the influence, they will be asked to leave the premises immediately, and a follow up meeting will take place to determine the continuation of the volunteer assignment.

Telephone Calls

Please refrain from making or receiving personal phone calls while on duty.

Valuables

Do not bring valuables to The Baltimore Station that you cannot transport throughout the day. We are not responsible for lost or stolen items left unsecured.

Volunteer's Code of Conduct

- All clients must be treated with patience and respect. If you are experiencing difficulty with a client, please call on the Volunteer Coordinator or other staff person to intervene.
- Be courteous, friendly and cooperative.
- Any injury, accident, or incident where you might have experienced harm while volunteering must be reported to The Baltimore Station staff.
- Please let us know if you have any restrictions that would prevent you from lifting or if you are unable to stand for more than one hour.
- If you are asked to perform a task or have a volunteer situation that is uncomfortable for you, please talk with the Volunteer Coordinator.

The following behaviors are not permitted. Individuals who exhibit any of these behaviors will be asked to leave and will not be allowed to volunteer in the future.

- Offensive or derogatory comments or jokes, including epithets or slurs
- Yelling, intimidation or threats
- Pushing, hitting or any physical contact with a client, staff or other volunteer
- Questioning a client's right to our services or preventing a client from receiving our services

Volunteer Bill of Rights

While volunteering at The Baltimore Station you have certain "rights", the following "rights" are how you should expect to be treated during your time of service.

- The right to be treated with respect and dignity by your peers and The Baltimore Station's staff and clients
- The right to be fully informed, before you make a commitment, of the extent of duties, time commitment and responsibilities involved in any task.
- The right to a suitable assignment, with consideration for personal preference, temperament, life experience, education and employment or volunteer background.
- The right to expect that your time will not be wasted.

- The right to receive available information and assistance to carry out your responsibilities. Be provided appropriate orientation, training and supervision.
- The right to know whether your service is effective and how it can be improved.
- The right to a place to complete volunteer service that is orderly and worthy of the service to be done.
- The right to be treated as a valued volunteer and contributor, not just “free help”.
- The right to end or suspend your volunteer assignment with proper notice given.
- The right to speak with the Volunteer Coordinator or Executive Director about any problems you may have.

The Baltimore Station's Commitment to Our Volunteers

- We are committed to equal opportunity volunteerism. We coordinate a diverse community of volunteers from varied backgrounds and social identities, including, but not limited to: people of color, immigrant communities, people of all faiths and spirituality, people living with disabilities, lesbian/gay/bisexual/transgender communities, and people of diverse ages.
- We are committed to working together towards creating a safe, supportive, and caring volunteer experience where we can learn from each other and grow in service to our communities.
- If needed, The Baltimore Station will provide a document confirming volunteer hours as community service.

Reimbursement for Approved The Baltimore Station Expenses

A volunteer on a rare occasion may be asked to make a purchase on behalf of The Baltimore Station. These purchases should always be approved prior to the purchase being made; approval will be made in writing. After purchase has been made a receipt must be presented to the authorizing staff member for approval. Authorizing staff member will then submit the receipt to the Director of Finance. A reimbursement will be made within 8 weeks of submission.

Volunteer Requirements

Applicants should be sincerely committed to helping others, dependable, and able to work independently due to the very demanding nature of our work. We need our volunteers:

1. To make realistic commitments and fulfill all commitments.
2. To enter into service with humility, honesty, enthusiasm, commitment, openness and a willingness to help.
3. To follow instructions as given by staff.
4. To appropriately seek guidance and direction.
5. To be prompt and dependable.

6. o respect confidentiality and privacy and the individual circumstances of the residents.
7. To be an appropriate role model.
8. To be flexible.
9. To ask for help when you need it.
10. To know that there are many volunteers that need to be supported.

VOLLUNTEER HANDBOOK ACKNOWLEDGEMENT

I, _____ have received and read the The Baltimore Station
(PRINT NAME)

Volunteer Handbook. I have had the opportunity to ask any questions I have
regarding the contents of the handbook.

Group Name

Signature of Volunteer

Email Address

Date



SEXUAL ABUSE AND MOLESTATION PREVENTION POLICY

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Investigation & Follow Up

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We prohibit any retaliation against anyone, including an employee, volunteer, board member, or individual, who in good faith reports sexual abuse, alleges that it is being committed or participates in the investigation. Intentionally false or malicious accusations of sexual abuse are prohibited.

Anyone who improperly retaliates against someone who has made a good faith allegation of sexual abuse, or intentionally provides false information to that effect, will be subject to discipline, up to and including termination.

ACKNOWLEDGMENT OF RECEIPT OF SEXUAL ABUSE POLICY

I, _____, acknowledge that I have received and read the sexual abuse policy immediately preceding my signature below. I understand that I am bound to follow the policy and understand the consequences in the event that I fail to do so.

Group Name: _____

Signature: _____

Date: _____



Waiver of Liability for Volunteers

Volunteer's Name: _____

Group Name: _____

To help protect The Baltimore Station and to minimize liability, please read the following conditions that apply to your service as a volunteer.

1. I wish to volunteer my time, effort, and services as a volunteer to assist The Baltimore Station.
2. I have read and signed the volunteer handbook and policies of The Baltimore Station. I understand the expectations of me as a volunteer and I agree to follow them.
3. As a volunteer, I donate my time, effort, and services to The Baltimore Station and understand that I will receive no compensation in return.
4. I recognize and understand that my volunteer activities for The Baltimore Station may expose me to the possibility of injury to my person and property and that I may suffer injury as a result of an accident and other unforeseen circumstances.
5. I recognize that as a volunteer, I am not covered by any workers compensation or similar insurance that would pay my medical bills incurred because of any injury I may receive while performing services as a volunteer.
6. Despite this risk of injury and lack of workers compensation or other medical insurance coverage from The Baltimore Station, I knowingly and voluntarily waive any and all claims, actions, or causes of action against The Baltimore Station and agree to hold the agency, its agents, affiliates, and employees harmless for any injury or damage that I may suffer as a result of my activities as a volunteer for The Baltimore Station.
7. In return for my agreement to these conditions, The Baltimore Station accepts my services as a volunteer.

Print Name

Signature

Date