

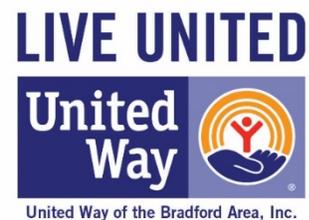
# CARE for Children Volunteer Handbook



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CARE for Children is certified under the Pennsylvania Association of Nonprofit Organizations (PANO) *Standards for Excellence* Program with the Seal of Excellence. This seal recognizes CARE for Children's exemplary management, governance and accountability within the nonprofit sector. We proudly display this logo to demonstrate our continued commitment to upholding the highest standards of ethics and accountability.



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## WELCOME

Thank you for your interest in volunteering your time for CARE for Children. We appreciate the support of a caring community and many of our programs benefit from the outstanding resources, expertise, and compassion that volunteers contribute. Volunteers are needed for CARE’s preschool program, child safety programs and events, therapeutic recreation programs, the administrative office, special events and fundraisers. CARE is also fortunate to be governed by a dedicated volunteer Board of Directors.

Whatever your talents, thank you for being willing to give of yourself to support CARE’s mission of “improving the lives of children of all abilities”. Please read through this handbook and if you have any questions please direct them to your designated agency supervisor or the executive director.

## MISSION

CARE for Children is a non-profit organization dedicated to improving the lives of children of all abilities.

## VISION

The realization of an ability-focused culture which helps children cultivate independence, empowers families, and creates a community which fosters the dignity of all.

## ORGANIZATIONAL VALUES

### **Inclusion**

Building a community which embraces children of all abilities.

### **Collaboration**

Working together as an organization and in our community to support our mission.

### **Integrity**

Unwavering commitment to organizational accountability, best practices and respect for all.

### **Sustainability**

Maintaining organizational stability to meet the evolving needs of the children and families to whom we provide services.

### **Excellence**

Cultivating effective leadership which ensures high quality operations and services that engage, empower and inspire.

## **PHILOSOPHY**

CARE is more than a “mission-driven” organization, we like to think that we have cultivated a culture of caring that extends not only to our clients, families and staff but to our donors, supporters, community partners and volunteers.

CARE’s goals include providing the best possible therapy services, early learning program and community outreach activities for children. Since the well-being of the children to whom we provide service is our primary concern, it is necessary for all employees and volunteers to work together to maintain a friendly and cooperative atmosphere which supports the mission.

### **Services and Programs include:**

- School Based Physical Therapy
- School Based Occupational Therapy
- Early Intervention Services
- Physical Therapy
- Occupational Therapy
- Speech & Language Services
- Special Instruction
- Social Work
- Early Learning Programs
- Family Support
- Therapeutic Recreation
- Equipment & Wheelchair Assessments
- Pediatric Equipment Loan
- Disability Awareness
- Child Safety and Injury Prevention

All children ages birth to twenty-one (21), who meet program criteria, regardless of age, sex, race, creed, color, or financial status, are entitled to services.

CARE for Children is accredited under the Pennsylvania Association for Non-profit Organizations, demonstrating the highest standards of ethics and accountability in operations, including governance, management and fundraising. **A complete Standards Code Book is given to volunteers during orientation.**

## **HISTORY**

CARE for Children began with a simple premise—the welfare of children with disabilities should not be left to chance. It was established that an area as large as McKean County should have a formally organized body

whose sole purpose was to better the circumstances of “crippled children”.

In 1924 an orthopedic physician from Erie and local nurse began visiting children with polio and other orthopedic conditions. On July 26, 1929, a group met in Bradford to consider forming such an organization. Significantly, these first people to concern themselves with the needs of children with disabilities represented three groups in the county: government, the public schools and the Rotary Clubs. The name of the organization was “The McKean County Society for Crippled Children”.

In 1963, McKean County Society for Crippled Children applied for and received funding through the Bradford Area United Way. This year also marked the beginning of an affiliation with Pennsylvania Easter Seal Society. With this came the organization’s name change to McKean County Easter Seal Society.

In May, 1994, The McKean County Easter Seal Society faced a merger into a large regional organization with the Pennsylvania Easter Seal Society. Regionalization would have compromised local management and control of services, funds, and direction. The Board of Directors voted unanimously to terminate our agreement with the State and National Easter Seal Societies.

At that time, the organization returned to its original name, “McKean County Society for Crippled Children,” until 1995 when a new name was selected to reflect the comprehensive nature of services “McKean County C.A.R.E. for Children.” In 2002, however, for simplicity, the name of the organization was shortened to CARE for Children to reflect the services to children throughout the region. For a more complete history visit the ‘About’ page on [www.careforchildren.info](http://www.careforchildren.info).

## **ORGANIZATIONAL & MANAGEMENT STRUCTURE**

The Board of Directors plays a crucial role in the governance of the organization. The elected, volunteer Board consists of individuals who are committed to the mission of the organization. Board members determine the mission of the organization, establish management policies and procedures, assure that adequate human and financial resources are available, and actively monitor the organization’s management, financial, and programmatic performance. The board of directors hires and supervises the Executive Director.

The Executive Director is the chief executive officer of CARE for Children and the chief spokesperson for the Organization. The Executive Director is responsible for the overall management of the Organization, in addition to resource and program development and administration, human resources, external relations, including public representation of CARE for Children, government relations, public policy, strategic planning, fundraising for all areas of the organization’s work, and development of new initiatives and programs.

The Senior Management Team consists of the Executive Director, the department directors and the Finance and Office Manager. This staff management group is responsible for administering all the programs, policies, and budgets for CARE for Children. Most of the work of CARE for Children is carried out within the departments under traditional line supervision from the Executive Director.

The Administrative Office consists of the Executive Director, the Finance and Office Manager, the Development and Marketing Coordinator, and the Administrative Assistant (s).

## **VOLUNTEER RIGHTS & RESPONSIBILITIES**

### **A. Definition of a Volunteer**

A volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the

direction of and on behalf of the organization.

## B. Rights & Responsibilities

Volunteers are viewed as a valuable resource to CARE for Children, its staff, and the children served. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the organization.

## C. Volunteer/ Staff Relations

Volunteers are critical to the success of CARE's mission of improving the lives of children of all abilities. Volunteers and paid staff are considered partners in implementing the mission and programs of the organization, each with complementary roles to play. Designated staff can be expected to provide orientation, training, supervision, and feedback to volunteers.

## D. Equal Opportunity Policy

CARE for Children maintains a strong policy of equal volunteer opportunity. We recruit, accept, train, promote and dismiss volunteers on the basis of personal competence and performance, without regard to race, creed, color, religion, sex, sexual orientation, age, marital status or disability.

# VOLUNTEER PROGRAM PROCEDURES

## A. Application/Screening

Prospective volunteers are required to complete an application form for consideration as a volunteer unless the volunteers are part of a recognized group such as a civic group or educational institution. Prior to being assigned or appointed to a position, all volunteers will be screened to ascertain their suitability for, and interest in, a volunteer placement. The screening will offer the opportunity to learn more about the prospective volunteer, and give the prospective volunteer the opportunity to learn more about the organization. Volunteers will also be given the opportunity to ask any questions they may have about the position.

## B. Child Abuse Clearance and Background Checks

It is the policy of CARE for Children to require volunteers at CARE who have temporary care, supervision, treatment or control of a child in lieu of parental care, supervision and control including direct or regular contact with a child or children in any CARE program, service, or activity must have clearances which are less than one year old upon start of service. State law states that unpaid volunteers do not need an FBI clearance if a Pennsylvania resident during the entire previous ten years and if the volunteer signs written affirmation that they are not disqualified from service or convicted of offense which would disqualify from service. Volunteers who serve on the board or who work in the office, and have little or no direct contact with program participants, are not required to have clearances but must sign the 'Disclosure Statement Application for Volunteers'. The complete policy and procedures is **ADDENDUM A**. Clearances and background checks are conducted at no-charge to the volunteer.

## C. Volunteer Development

All volunteers will receive a general orientation to the nature and purpose of the agency, all pertinent policies and procedures, and to the work to which the volunteer has been assigned. Volunteers will receive specific training to provide them with the information and skills necessary to perform their volunteer assignment. All volunteers will have a position description for the work they perform on behalf of CARE.

Every volunteer will have a clearly identified supervisor who will be responsible for support and direction. The supervisor will be responsible for the management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.

Volunteers who work consistently at CARE or for the duration of a project or complex event shall receive periodic evaluations to review their work and progress. Evaluations will include an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions the volunteer may have concerning the position or volunteer program.

Volunteer service is very valuable to CARE for Children, and we will recognize volunteers on both an informal and formal level. Exemplary volunteers will be made aware of other volunteer opportunities available for which they may be interested in participating, and will be given opportunity for advancement for other volunteer positions.

#### D. Volunteer Records

A system of records will be maintained on volunteers with the organization. The records will include volunteer applications, emergency information, evaluations, volunteer service hours and which programs and events volunteers participated.

## VOLUNTEER CONDUCT

#### A. Standards of Conduct

The lasting impression that volunteers make on those they serve and work with reflects directly on all staff, volunteers and board members of CARE for Children. All words and deeds should help build our agency and its reputation for quality. Volunteers should do their best to be present and on time for each event or activity for which they are scheduled. When volunteers know that they will be late or absent, they are requested to contact the person in charge of the event as soon as possible so that alternate plans can be made.

#### B. Confidentiality

Volunteers involved with the activities of the agency may have access to confidential information. All, but not limited to, patient, donor, financial, student, and employee information is considered confidential and CARE's comprehensive confidentiality agreement should be adhered to at all times. ***You must read and sign the Confidentiality Agreement before you can begin active service. (Addendum E)***

#### C. Dress Code

Volunteers are expected to wear appropriate attire at all times. Appropriate attire is at the discretion of the program supervisor. Volunteers may be required to wear an agency identification badge.

#### D. Agency Representation

Volunteers should be careful not to represent themselves as spokespersons or representatives for the organization under any circumstances without prior approval. Only the board president and executive director serve as spokespeople for CARE for Children. Any direct or indirect fundraising and/or solicitation on behalf of the agency requires prior authorization from the Executive Director and/or Board of Directors.

## E. Grievance Procedure

Volunteers and staff are expected to act professionally and in accordance with their position descriptions. When volunteers have a grievance concerning their work environment, they should report it promptly to their agency supervisor or the Executive Director. Every effort will be made to achieve speedy and effective resolution, and all complaints will be treated confidentially when not prohibited by established policy and/or in accordance with federal, state or local law. **(The complete Grievance Policy is Addendum C)**

## F. Alcohol/Drugs

Volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, alcohol, or prescription drugs in any way that is illegal, when participating in activities. A drug and alcohol free work place is necessary to ensure a safe, healthy, and productive environment for all volunteers and employees. If caught or suspected of breaking this policy, the volunteer relationship with the agency will be terminated.

## G. Harassment Policy

Harassment is not only illegal, but it also creates uncomfortable conditions for everyone involved. Any volunteer who feels harassed should speak to his/her program supervisor or the Executive Director. Any volunteer who engages in harassment in the CARE workplace will be subject to termination.

## H. Conflict of Interest

Volunteers may be required to complete a Conflict of Interest Disclosure. The disclosure and policy are in **ADDENDUM D.**

## I. Discontinuation of Volunteer Service

If a volunteer wishes to leave volunteer service for any reason, it is requested that they contact the appropriate program manager so that appropriate arrangements can be made. Volunteers have the right to terminate their volunteer service for any reason. CARE for Children reserves the same right.

# SAFETY AND LIABILITY

## A. Safety

CARE does its best to provide safe conditions for volunteers. Volunteers should always use their own judgment and discretion in safeguarding their personal safety. Volunteers should adhere to safety procedures and the proper use of equipment. Volunteers are required to report any safety concern or any injury, however minor, to the Executive Director within 24 hours.

## B. Incident Reporting

An incident is an occurrence that is not consistent with the routine operation of CARE or any of its programs. The volunteer is required to report any incident to the Executive Director and complete an incident reporting form. CARE has a comprehensive whistleblower policy that protects employees or volunteers that report suspected improprieties by agency personnel. Please report any concerns to the Executive Director. **(Addendum F)**

## C. Child Abuse Reporting

CARE for Children volunteers and staff are mandated reporters of child abuse. If you suspect abuse or neglect please inform the program supervisor and/or Executive Director, who will assist you in the reporting process.

## D. Infection Control

To help minimize the threat of germs and infection, volunteers are required to practice proper hygiene and infection control at all times.

## E. Legal Liability

CARE for Children volunteers are covered under CARE’s commercial general liability insurance, while they serve as agents of CARE for Children. Volunteers must be working under the supervision and control of CARE for Children to be covered under this policy.

CARE for Children’s Board of Directors are covered by Director’s and Officers’ Liability Insurance.

## People First Language

*Excerpted from People First Language by Kathie Snow*

*People with disabilities constitute our nation’s largest minority group, which is simultaneously the most inclusive and the most diverse! Everyone’s represented: people of both genders and of all ages, as well as individuals from all religions, ethnic backgrounds, and socioeconomic levels. Yet the only thing people with disabilities truly have in common with one another is dealing with societal misunderstanding, prejudice, and discrimination.*

*The “disability community” is the only minority group which anyone can join, at any time. Some join at birth. Others join in the split second of an accident, through illness, or by the aging process. If and when it happens to you, will you have more in common with others who have disabilities or with family, friends, and co-workers? And how will you want to be described? How will you want to be treated? Disability issues affect all Americans.*

*The only places where the use of disability labels is appropriate or relevant are in the service system and in medical or legal settings. Children with disabilities are children, first. The only labels they need are their names! Labels have no place—and they should be irrelevant—within our families, among friends, and within the community.*

*Words are powerful. Old, inaccurate, and inappropriate descriptors perpetuate negative stereotypes and attitudinal barriers. Language is a powerful tool that should be used to create understanding, tolerance and opportunity. Children and adults with disabilities are unique individuals with unlimited potential to achieve their dreams, just like all Americans.*

— Copyright 2004 Kathie Snow, used with permission.

[www.disabilityisnatural.com](http://www.disabilityisnatural.com)

### EXAMPLES OF PEOPLE FIRST LANGUAGE

Say...	Instead of...
People with disabilities.	The handicapped or disabled.
He has a cognitive disability.	He's mentally retarded.
She has Autism.	She's Autistic
He has Down syndrome.	He's Down's
She has a learning disability	She's learning disabled
He has a physical disability.	He's quadriplegic/crippled
He has an emotional/mental health disability.	He's emotionally disturbed
She uses a wheelchair/mobility chair.	She's wheelchair bound or confined to a wheelchair
He receives special education services.	He's in Special Ed.
Typical kids or kids without disabilities.	Normal or healthy kids
Congenital disability.	Birth Defect
.Brain injury	Brain Damaged
Accessible parking, hotel room, etc.	Handicapped parking, hotel room
She needs . . . or he uses. ..	She has a problem with...

## ADDENDUM A CARE for Children Clearances and Background Checks Policy

### Volunteers

It is the policy of CARE for Children to require volunteers at CARE who have temporary care, supervision, treatment or control of a child in lieu of parental care, supervision and control including direct or regular contact with a child or children in any CARE program, service, or activity must have clearances which are less than one year old upon start of service. State law states that unpaid volunteers do not need an FBI clearance if a Pennsylvania resident during the entire previous ten years and if the volunteer signs written affirmation that they are not disqualified from service or convicted of offense which would disqualify from service.

Volunteers who serve on the board or who work in the office, and have little or no direct contact with program participants, are not required to have clearances but must sign the 'Disclosure Statement Application for Volunteers'

### Provisional Status for Volunteers

2) CARE does not grant provisional status to volunteers who work directly with children.

### CARE for Children

#### Procedures for Completing Publicly-Available Background Checks:

Obtaining publicly available clearances can take several weeks for processing. Please plan accordingly.

#### Pennsylvania State Police Criminal Background check (SP-164)

The Pennsylvania State Police Criminal Background Check can be completed through online submission OR by mailing in a paper copy. Online submission is a much quicker process and is highly recommended, when possible.

**Note: Paper submission is the only option for international applicants (see directions for paper submission below).**

#### **Directions for on-line submission (you will be required to pay the \$10 fee by credit card.**

Go to <https://epatch.state.pa.us>

Under "Credit Card Users" select "Submit a New Record Check"

Review and Accept "Terms and Conditions"

Enter your personal information and the address to which you would like records sent.

Under "Reason for Request" select either "Employment/ Screening" or "Volunteer," whichever is applicable.

On the next screen enter all personal information.

Select "Enter This Request" and your request will be sent to a queue.

Select "View Queued Record Requests" and then "Submit" to pay the \$10.00 fee.

Print the "No Record" certificate. **NOTE: You must print or save the certificate.** Once viewed, you will have no further access to the certificate.

#### **Directions for paper submission (you will be required to pay the \$10 fee by money order):**

Go to <http://www.dhs.state.pa.us>.

Go to the left hand column and click on "Find a Form"

Enter the Publication/Form Title:

Select "Find a Form", then select the link that appears:

Pennsylvania State Police Request for Criminal Record Check Form SP 4-164

Print the form and complete required information.

Note: Check the block for "INDIVIDUAL/ NONCRIMINAL JUSTICE AGENCY"

Note: Under Reason for Request select "Employment/Screening" or "Volunteer", whichever is applicable.

Enclose a \$10.00 certified check or money order payable to "Commonwealth of Pennsylvania"

Mail form and payment to address on form.

Note: It can take up to 4 weeks to receive results.

**Pennsylvania Child Abuse History Clearance Form (CY-113)**

The Pennsylvania Child Abuse History Clearance can be completed through online submission OR by mailing in a paper application. Online submission is a much quicker process and is highly recommended, when possible.

**Directions for on-line submission (you will be required to pay the \$10 fee by credit card):**

Go to <https://www.compass.state.pa.us/cwis/public/home>

Select "Create New Account"

Select "Next" at the bottom right of the page

Complete the Keystone ID Registration

Check your e-mail for Keystone ID and password confirmation (2 separate e-mails)

Return to <https://www.compass.state.pa.us/cwis/public/home>

Select "LOGIN"

Select "Access My Clearances"

Scroll to the bottom and select "Continue"

Use your Keystone ID and temporary password to login.

Upon initial login, you will be required to change your password.

Return to: <https://www.compass.state.pa.us/cwis/public/home>

Login using Keystone ID and new password.

Review and Accept "Terms and Conditions" and select "Next"

Select "Continue" at the bottom right of page.

Select "Create Clearance Application"

Select "Begin" at the bottom right of the page.

Application Purpose: Select "Volunteer" or Regular Contact with Child"

Complete application information screens and select "Next" at bottom right of each page.

Review Application Summary and select "Next"

Certify application and provide e-signature (first and last name only, no middle names or suffixes).

Enter credit card payment information for \$10.00 and select "Pay Now"

Select "Finalize and Submit Application"

You will see an "Application Confirmation" Screen

You will receive an e-mail confirming successful submission of your application.

Notification of clearance results will be emailed to you within 14 days, or you may log in at any time to check the status of your application: <https://www.compass.state.pa.us/cwis/public/home>

**Directions for paper submission (you will be required to pay the \$10 fee by money order):**

Go to <http://www.dhs.state.pa.us>

Go to the right hand column and click on Pennsylvania Child Abuse History Clearance Form CY-113.

Print the form and complete Section 1 only. All information must be completed in full and form must be signed. (Note: For Purpose of Clearance select either “Volunteer” or Employment with significant likelihood of regular contact with children”, whichever is applicable.)

Enclose a \$10.00 money order (only) payable to “Department of Human Services” and mail to the address on form.

Detailed instruction on how to complete the form are also included at the bottom of the CY-113 form.

Note: Notification of clearance results can take up to 14 days after application is received by the Department of Human Services.

**Cogent Federal (FBI) Fingerprint Background Check (Criminal History Report)**

**NOTE: Fingerprint cards are the only option for out of state or international applicants who are unable to be fingerprinted electronically at a Livescan system in the state of Pennsylvania (See directions for fingerprint cards below).**

Directions for out of state or international applicants who ARE able to be fingerprinted electronically at a Livescan station in the state of Pennsylvania:

The fingerprint based background check is a multi-step process. The applicant must register prior to going to the fingerprint site. Registration is provided online 24/7 and telephone registration is available at 1-888-439-2486, Monday through Friday, 8:00 a.m. to 6:00 p.m. EST.

The fee is \$25.75 for the fingerprinting service and to secure the Criminal History Record. Applicants can make their payment during online registration using a credit card. For those applicants who cannot pay electronically, you may select to pay by money order when you go to the fingerprint site. **NO CASH TRANSACTIONS OR PERSONAL CHECKS ARE ACCEPTED.**

**To register online:**

Go to [https://www.pa.cogentid.com/index\\_dpwNew.htm](https://www.pa.cogentid.com/index_dpwNew.htm)

Select “Register Online” under Registration

Enter all required information on the registration page, please note of the following:

- Fingerprint Card User: Only check this box if you are not being fingerprinted electronically at a site that uses the Livescan system. Most individuals will not check this box as they will be using the Livescan system. However, the Fingerprint Card is the only option for out-of-state applicants or those who are unable to be printed electronically at a Livescan system within Pennsylvania. Reference “How to Submit a Fingerprint Card to 3M Cogent” should you need to obtain a fingerprint card.
- Payment Type: Select “credit card or money order”
- Reason fingerprinted: Select “Employment with significant likelihood of contact with children”

Make payment by credit card or obtain money order for \$25.75.

**Upon completion of registration, please select PRINT, SAVE, or SEND EMAIL for receipt to take to fingerprint site.**

Proceed to the fingerprinting site of your choice. Find sites at [https://www.cogentid.com/index\\_dpwNew.htm](https://www.cogentid.com/index_dpwNew.htm). The entire fingerprint scan takes 3-5 minutes but can take longer depending on wait times at the site, so please plan accordingly.

Applicant must present an approved ID. See [https://www.cogentid.com/index\\_dpwNew.htm](https://www.cogentid.com/index_dpwNew.htm) for approved list of ID sources. Note: Minors under the age of 18 must be in the presence of a parent or guardian at the time of fingerprinting.

Note: Complete processing of the FBI Criminal History Record should take no longer than 4-6 weeks. If you do not receive your results within this time frame, contact (717)783-6211 or (877) 371-5422.

### **Fingerprint Cards:**

**Fingerprint cards are the only option for out of state or international applicants who are unable to be fingerprinted electronically at a Livescan system in the state of Pennsylvania. Below are the steps to complete this process:**

Find someone (local police jurisdiction or State Police) who is able to take ink-based fingerprints and place them on FBI fingerprint cards (Form FD-258): <https://fbi.gov/about-us/cjis/identify-history-summary-checks/fd-258-1>

- Register on-line at [https://www.pa.cogentid.com/indoex\\_dpwNew.htm](https://www.pa.cogentid.com/indoex_dpwNew.htm). Select “register online” under Registration. Complete the online registration process. Note: Please checkbox “**Fingerprint Card User**” on the registration form. Print the last screen that says you have completed registration. The fee can be paid online with a credit card or you can submit a money order (if using a **money order make payable to 3M Cogent**).
- **Important Note-** The FBI needs **two** separate sets of ink print cards submitted before they will do a name search. So, if there are any issues with having difficulty obtaining clear prints (medical condition that doesn’t allow you to fully open your hands, worn fingerprints, etc.) you may be required to submit a second set of fingerprints. This isn’t always necessary, but if the first set is not clear and the FBI rejects them, this will add a significant delay if you did not get two sets completed initially. Please be sure to obtain **two fingerprint cards** and send both sets in the event that the FBI rejects the first set.
- Mail in the completed cards, a copy of the registration receipt, and a money order (if applicable) to PA DPW Card Receiver, 3M Cogent, 5025 Braenton Ave., Suite A Dublin, Ohio 43017 (address for 3M Cogent will be provided once you complete the online registration).
- **Important Note-** When you register on-line, you will need to enter address information for receiving the results letter. **Please note that a US address is required for receiving your results letter.** If you are unable to provide a US address, please consult with the hiring department so they can provide a University address for receiving the results.

**Mail the completed fingerprint card (and money order if applicable) to:**

**3M Cogent**

**Attn: Fingerprint Card Scan PA DPW**

**5025 Braenton Ave., Suite A**

**Dublin, OH 43017**

Note: Complete processing of the FBI Criminal History Record should take no longer than 4-6 weeks. If you do not receive your results within this time frame, contact (717) 783-6211 or (877)371-5422.

## ADDENDUM B CARE for Children Volunteer Job Descriptions

**Job Title:** General Volunteer                      **Classification:** Volunteer   **Reports to:** Program Director

**Program Summary:** The volunteer program is comprised of individuals willing to donate their time and talent to the efforts of CARE for Children programs and services to strengthen and contribute to the goals of the organization.

### **Fundraising Volunteer**

Fundraising volunteers can have a considerable impact on the programs that CARE delivers by assisting the Development & Marketing Coordinator and other key staff in duties that will help CARE secure the necessary financial resources to support our mission. Fundraising volunteers may help with donor mailings; with the donor database; preparation for special events; and/or staff special events. Volunteers may compile information for newsletters and other agency publications; work on the CARE archives by completing filing, and research. Other general duties may be assigned as needed.

### **Office Volunteer**

Office volunteers can greatly assist staff with the day-to-day operations of CARE for Children by assisting the Community Relations Coordinator and Finance and Office Manager with routine clerical duties. The office volunteer will assist with reception duties; filing, compiling simple statistics, help with mailings; general office organization; and light inventory. The office volunteer may also offer programmatic support by helping with program marketing, supporting CARE's community outreach and safety programs; program preparations; and other general duties as assigned.

### **Program Volunteers**

Program volunteers are essential in helping us achieve our mission of improving the lives of children of all abilities and a vision of a community where children are able to fulfill their own unique potential. Classroom volunteers support teaching staff in a pre-school setting with both children with delays and typically developing students. Recreation program volunteers may help out at adaptive sports clinics; arts and crafts programs or other activities geared for children with disabilities. Community Outreach volunteers help with CARE's disability awareness program, child safety and injury prevention programs through CARE's leadership of Safe Kids McKean County, at health clinics/screenings, or staff family support programs.

### **Volunteer Duties, Responsibilities, and Requirements:**

- Abide by and be familiar with the policies in the Volunteer Handbook.
- Be dependable and eager to assist within chosen area of service.
- Strive to fully understand the responsibilities and tasks associated with chosen area of service.
- Respect others and inform supervisor of any questions or problems which arise during service.
- Be familiar with specific duties of service as instructed by the program supervisor/director.
- Follow agency confidentiality policy with regard to protected health/student/donor information.
- Be a positive ambassador in the community for CARE for Children and supports CARE's mission of improving the lives of children of all abilities.
- Volunteers must be at least 18 years of age or have a parent/guardian permission to participate.
- Volunteers will not work with program participants unless CARE has copies of required clearances.

### **Volunteer Statement:**

I understand the above responsibilities and agree that in the performance of any duties at CARE for Children, I must hold information in confidence.

Volunteer: \_\_\_\_\_ Date: \_\_\_\_\_

Executive Director: \_\_\_\_\_ Date: \_\_\_\_\_

## ADDENDUM C CARE for Children Grievance Policy

**Policy:** It is the policy of CARE for Children to provide a process for the prompt resolution of grievances and complaints. A grievance occurs when a family wishes to appeal against any action or decision by CARE for Children which has consequences for themselves or their child. A grievance is directed to the attention of the executive director and/or designated member of the board of directors. A complaint is a family issue that can be resolved promptly by staff present. The concept of a family grievance suggests that all members of each family have "rights" within a service.

### **Purpose:**

1. To encourage staff and volunteers to be responsive to the needs and concerns of families and their children.
2. To ensure each family feels empowered to raise concerns about all aspects of the operation of CARE for Children and the services it delivers.
3. To ensure each family feels empowered to raise contentious issues, and provide critical feedback without any concern that their comments will lead to negative consequences for themselves or their child.
4. To allow management to monitor the quality of service provided and identify any deficiencies.
5. To advance a culture that recognizes complaints as an opportunity for making necessary improvements to our services.
6. To focus on the needs of children and their families with the intent of resolving the grievance to their satisfaction wherever possible while safeguarding the rights of staff.

### **Procedure:**

#### Roles & Responsibilities

The Executive Director will:

- Encourage staff to identify family concerns and ensure such concerns are addressed at the earliest opportunity.
- Assure families that they will not be treated unfairly nor that services will be withheld if they raise a concern, grievance or complaint.
- Deal with all grievances promptly and keep the complainant well informed of progress toward the resolution of the grievance.
- Protect the rights of staff members relating to any grievance, and ensure all outcomes will be based on the principles of natural justice. Ensure all processes and procedures adopted are clear, transparent and fully explained to all concerned.
- Assure families and staff/volunteers that privacy and confidentiality will be maintained to the maximum extent possible.
- Give families written information concerning the *Grievance Procedure* annually and post it on the agency website.
- Keep files of all grievances received, detailing action taken to address the matter, who was involved and the outcome.
- Keep the board of directors or the appropriate designee of the board apprised of all grievances and actions taken to resolve grievances.

All staff and volunteers will:

- Encourage families to feel comfortable about raising concerns, by being open and positive in responding to families.
- Ensure any such concerns raised with you are addressed at the earliest opportunity, whether they concern you personally or not.
- Respond in a positive manner when a family has chosen to approach you with a concern about another staff member. Treat the matter with the utmost confidentiality, and apprise the executive director immediately. If the

grievance is against the executive director, the staff member may raise the matter with the president of the board of directors or the chair of the policy and personnel committee.

- When a complaint raised by a family has been resolved, inform the executive director of the success of that process.
- Maintain privacy and confidentiality for families, children and other staff to the maximum extent possible.

**Families will be encouraged by all staff to follow the following procedure:**

Grievance

The family may choose to directly address the grievance to the executive director. If another staff member or volunteer is approached they will immediately refer the family to the executive director. The executive director will research the grievance/situation and work towards reaching a satisfactory outcome for all parties involved. Again grievances at this level will normally be resolved by discussion and clarification of the needs or wishes of the family or by clarification by the executive director of CARE procedures or policies. Resolution may also involve the development of new policy if it is a situation that has not been addressed. The executive director will follow up all grievances with a written letter to the grievant and document all pertinent information.

Complaint

If appropriate and family members feels comfortable doing so, the family may approach the staff member involved and if needed set a time where the matter can be discussed appropriately. Complaints at this level will normally be resolved by discussion and clarification of the needs or wishes of the family or by clarification by the staff member of CARE's procedures or policies. The complaint and its outcome will be documented.

Appeal

Families are entitled to appeal any decision made by the executive director. Such appeals will be made to the board of directors. The board will conduct further review, final disposition, and a written follow-up letter to the grievant.

## **ADDENDUM D CARE for Children CONFLICT OF INTEREST POLICY**

### **I. Application of Policy**

This policy applies to board members, staff and certain volunteers of CARE for Children (CARE). A volunteer is covered under this policy if that person has been granted significant independent decision making authority with respect to financial or other resources of the organization. Persons covered under this policy are hereinafter referred to as “interested parties”.

### **II. Conflict of Interest**

A conflict of interest may exist when the interests or concerns of an interested party may be seen as competing with the interests or concerns of the organization. There are a variety of situations which raise conflict of interest concerns, including, but not limited to, the following:

*Financial Interest-* A conflict may exist where an interested party, or a relative or business associate of an interested party, directly or indirectly benefits or profits as a result of a decision made or transaction entered into by the organization. Examples include situations where:

- the organization contracts to purchase or lease goods, services or properties from an interested party or relative or business associate of an interested party.
- the organization purchases an ownership interest or invests in a business entity owned by an interested party or by a relative or business associate of an interested party.
- the organization offers employment to an interested party or relative or business associate of an interested party, other than a person who is already employed by the organization.
- an interested party or a relative or business associate of an interested party is provided with a gift, gratuity or favor, of a substantial nature, from a person or entity which does business or seeks to do business with the organization.
- an interested party, a relative or business associate of an interested party, is gratuitously provided the use of the facilities, property or services of the organization.

*Other Interests-* A conflict may also exist where an interested party or a relative or business associate of an interested party obtains a non-financial benefit or advantage that he or she would not have obtained absent his/her relationship with the organization or where his/her duty or responsibility owed to the organization conflicts with a duty or responsibility owed to some other organization. Examples include where:

- an interested party seeks to obtain preferential treatment by the organization for him/her self or a relative or business associate.
- an interested party seeks to make use of confidential information obtained from the organization for his/her own benefit or for the benefit of a relative, business associate or other organization.
- an interested party seeks to take advantage of an opportunity or enables a relative, business associate or other organization to take advantage of an opportunity which he/she has reason to believe would be of interest to the organization.

### **III. DISCLOSURE OF ACTUAL OR POTENTIAL CONFLICTS OF INTEREST**

An interested party is under a continuing obligation to disclose any actual or potential conflict of interest as soon as it is known or reasonably should be known.

An interested party shall complete a questionnaire, in the form attached as Appendix A, to fully and completely disclose the material facts about any actual or potential conflicts of interest. The disclosure statement shall be completed upon his/her association with the organization, and shall be updated annually thereafter. An additional disclosure statement shall be filed at such time as an actual or potential conflict arises.

For board members, the disclosure statement shall be provided to the President of the board, or in the case of the President, to the Secretary of the board. Copies shall also be provided to the Executive Director of the organization.

In the case of staff or volunteers with significant decision making authority, the disclosure statements shall be provided to the Executive Director. In the case of the Executive Director, the disclosure statement shall be provided to the President of the board.

The Secretary of the board shall file copies of all disclosure statements with the official records of the organization.

#### **IV. PROCEDURES FOR REVIEW OF ACTUAL OR POTENTIAL CONFLICTS**

Whenever there is reason to believe that an actual or potential conflict of interest exists between CARE and an interested party, the Board of Directors shall determine the appropriate organizational response. This shall include, but not necessarily be limited to, invoking the procedures described below with respect to a specified proposed action or transaction.

Where the actual or potential conflict involves an employee of the organization other than the Executive Director, the Executive Director shall, in the first instance, be responsible for reviewing the matter and may take appropriate action as necessary to protect the interests of the organization. The Executive Director shall report to the President the results of any review and action taken. The President, in consultation with the other officers of the Board, shall determine if any further board review or action is required.

#### **V. PROCEDURES FOR ADDRESSING CONFLICTS OF INTEREST**

Where an actual or potential conflict exists between CARE and an interested party with respect to a specific proposed action or transaction, CARE shall refrain from the proposed action or transaction until such time as the proposed action or transaction has been approved by the disinterested members of the board of directors of the organization. The following procedures shall apply:

-An interested party who has an actual or potential conflict of interest with respect to a proposed action or transaction shall not in any way participate in or be present during, the deliberations and decision making of the organization with respect to such action or transaction. The interested party may, upon request, be available to answer questions or provide material factual information about the proposed action or transaction.

-The disinterested members of the board may approve the proposed action or transaction upon finding that it is in the best interest of the corporation. The board shall consider whether the terms of the proposed transaction are fair and reasonable to the organization and whether it would be possible, with reasonable effort, to find a more advantageous arrangement with a party or entity that is not an interested party.

-Approval by the disinterested members of the board of directors shall be by vote of the majority of directors in attendance at a meeting at which a quorum is present. An interested party shall not be counted for purposes of determining whether a quorum is present, nor for purposes of determining what constitutes a majority vote of directors in attendance.

-The minutes shall reflect that the conflict disclosure was made, the vote taken and, where applicable, the abstention from voting and participation by the interested party.

#### **VI. VIOLATIONS OF CONFLICT OF INTEREST POLICY**

If the board of directors has reason to believe that an interested party has failed to disclose an actual or potential conflict of interest, it shall inform the person of the basis for such belief and allow the person an opportunity to explain the alleged failure to disclose.

If, after hearing the response of the interested party and making further investigation as may be warranted in the circumstances, the board determines that the interested party has in fact failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

Adopted 8/9/02  
Reviewed Annually

**CARE FOR CHILDREN Conflict of Interest Disclosure**

**ANNUAL AFFIRMATION OF COMPLIANCE AND DISCLOSURE STATEMENT**

I have received and carefully read the Conflict of Interest Policy for board members, staff, and volunteers of CARE for Children and have considered not only the literal expression of the policy, but also its intent. By signing this affirmation of compliance, I hereby affirm that I understand and agree to comply with the Conflict of Interest Policy. I further understand that the CARE for Children is a charitable organization and that in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

Except as otherwise indicated in the Disclosure Statement and any attachments, I hereby state that I do not, to the best of my knowledge, have any conflict of interest that may be seen as competing with the interests of CARE for Children, nor does any relative or business associate of mine have such an actual or potential conflict of interest.

If any situation should arise in the future which I think may involve me in a conflict of interest, I will promptly and fully disclose the circumstances to the President of the Board of Directors of CARE for Children or to the Executive Director, as applicable.

I further certify that the information set forth in the Disclosure Statement and any attachments is true and correct to the best of my knowledge, information, and belief.

\_\_\_\_\_  
Name (Please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

(Continued)

## Disclosure Statement

Please complete the questionnaire below indicating any actual or potential conflicts of interest. In answering these questions, please refer to any current relationship or transaction, or any which have taken place in the last twelve months. If you answer "yes" to any of the questions, please provide a written description of the details of the specific action or transaction in the space allowed. Attach additional sheets as needed.

Financial Interests - A conflict may exist where an interested party, or a relative or business associate of an interested party, directly or indirectly benefits or profits as a result of a decision made or transaction entered into by CARE for Children.

Has CARE for Children contracted to purchase or lease goods, services, or property from you or from any of your relatives or business associates?

*If yes, please describe:*

Has CARE for Children purchased an ownership interest in or invested in a business entity owned by you or owned by any of your relatives or business associates?

*If yes, please describe:*

Has CARE for Children offered employment to you or to any of your relatives or business associates other than a person who was already employed by CARE for Children?

*If yes, please describe:*

Have you or have any of your relatives or business associates been provided with a gift, gratuity, or favor of a substantial nature from a person or entity which does business or seeks to do business, with CARE for Children?

*If yes, please describe:*

Have you or any of your relatives or business associates been gratuitously provided use of the facilities, property, or services of CARE for Children?

*If yes, please describe:*

Other Interests - A conflict may also exist where an interested party or a relative or business associate of an interested party obtains a non-financial benefit or advantage that s/he would not have obtained absent his/her relationship with CARE for Children, or where his/her duty or responsibility owed to CARE for Children conflicts with a duty or responsibility owed to some other organization.

Did you obtain preferential treatment by CARE for Children for yourself or for any of your relatives or business associates?

*If yes, please describe:*

Did you make use of confidential information obtained from CARE for Children for your own benefit or for the benefit of a relative, business associate, or any entity other than CARE for Children?

*If yes, please describe:*

Did you take advantage of an opportunity, or enable a relative, business associate or other organization to take advantage of an opportunity, which you had reason to believe would be of interest to CARE for Children?

*If yes, please describe:*

## ADDENDUM E **CARE for Children** CONFIDENTIALITY STATEMENT

All staff, volunteers, student interns and private contractors/consultants at CARE for Children shall adhere to the policy regarding confidentiality and share in the responsibility of maintaining the confidentiality of all records, conversations and other information on patients/students (collectively referred to as clients) and personnel. The following guidelines have been formulated to ensure that you understand and agree to accept this responsibility.

1. Client related information will not be provided to anyone outside this agency, or other clients. Clients may not be discussed with friends or relatives, including spouses. In addition to not revealing names, no identifying information should be revealed.
2. Client-related discussions should be avoided when in public places or in areas where the conversation may be overheard. Within the office, discussion of clients should only occur when necessary and in a professional manner.
3. Written information regarding a client should only be released to their contracted agencies. All other releases of information will be handled by the Executive Director or Office Manager.
4. Client files must be returned to the main file cabinets at the end of the day, where they will be locked.
5. Certain information may be released which is considered ordinary facts and which is necessary for planning of specific resources, i.e. equipment ordering, coordination of community resources. The information shall be handled with professional discretion and on a “need to know” basis.
6. All Shrine Hospital information in medical charts, including physician notes will be considered confidential and can only be released through Shriners Hospital Medical Record Department.
7. All financial and personnel information is considered confidential.

After reviewing these guidelines, I understand and agree to abide by the nature of this responsibility.

This statement applies to all CARE for Children staff, volunteers, private contractors/consultants and student interns.

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Signature

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Date

## ADDENDUM F CARE for Children WHISTLEBLOWER POLICY

### Policy:

CARE for Children (CARE) is committed to facilitating open and honest communications relevant to its governance, finances, and compliance with all applicable laws and regulations. CARE requires directors, other volunteers, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. Employees and representatives of the organization must practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations.

This whistleblower policy (“the Policy”) reflects the practices and principles of behavior that support this commitment. It is important that CARE be apprised about unlawful or improper workplace behavior including, but not limited to, any of the following conduct:

- theft;
- financial reporting which is fraudulent, intentionally misleading or negligent in any manner;
- improper or undocumented financial transactions;
- forgery or alteration of documents;
- unauthorized alteration or manipulation of computer files;
- improper destruction of records;
- improper use of CARE assets, including, but not limited to its funds, supplies, intellectual property and other assets;
- improper access and or use of confidential donor or protected health information;
- authorizing or receiving compensation for goods not received or services not performed;
- violations of CARE’s conflict-of-interest policy;
- any other improper occurrence regarding cash, financial procedures, or reporting;
- any abuse of or discrimination against a CARE employee, volunteer, client, or vendor;
- Failure by CARE to provide reasonable accommodation for disability or religious belief.

We request the assistance of every director, other volunteer and employee who has a reasonable belief or suspicion about any improper transaction. CARE values this input and each director, volunteer and employee should feel free to raise issues of concern, in good faith, without fear of retaliation. Directors, volunteers and employees will not be disciplined, demoted, lose their jobs, or be retaliated against for asking questions or voicing concerns about conduct of this sort. While CARE has separate policies which cover harassment and employment discrimination, this Whistleblower Policy applies to these situations to encourage the reporting of such wrongful actions against CARE’s interest. Employees and other interested persons are encouraged to report any such improprieties without fear of retaliation or intimidation.

CARE will investigate any possible fraudulent or dishonest use or misuse of CARE’s resources, or abuse, discrimination or a failure to provide reasonable accommodation, by management, staff, or volunteers. CARE will take appropriate action against anyone found to have engaged in fraudulent, dishonest, abusive or discriminatory conduct, including disciplinary action by CARE or civil or criminal prosecution when warranted.

Therefore, all members of CARE staff, directors and other volunteers are encouraged to report possible fraudulent, abusive, discriminatory, or dishonest conduct (*i.e.*, to act as a “whistleblower”), pursuant to the procedures set forth below.

### Procedures:

#### Reporting Responsibility:

Each director, volunteer, and employee of CARE has an obligation to report in accordance with this Whistleblower Policy (a) questionable or improper accounting, financial or auditing matters, and (b) violations and suspected violations of CARE’s policies or any unlawful or improper workplace conduct (hereinafter collectively referred to as “Concerns”).

#### Authority of Audit Committee:

All reported Concerns will be forwarded to the Audit Committee in accordance with the procedures set forth herein. The Audit Committee shall be responsible for investigating, and making appropriate recommendations to the Board of Directors, with respect to all reported Concerns.

### **No Retaliation:**

This Whistleblower Policy is intended to encourage and enable directors, volunteers, and employees to raise Concerns within the Organization for investigation and appropriate action. With this goal in mind, no director, volunteer, or employee who, in good faith, reports a Concern shall be subject to retaliation or, in the case of an employee, adverse employment consequences. Moreover, a volunteer or employee who retaliates against someone who has reported a Concern in good faith is subject to discipline up to and including dismissal from the volunteer position or termination of employment.

### **Reporting Concerns:**

#### **Employees**

Employees should first discuss their Concern with the Executive Director. In addition, if the individual is uncomfortable speaking with the Executive Director, or the Executive Director is a subject of the Concern, the individual should report his or her Concern directly to the President of CARE's Board of Directors or the Chair of the Audit Committee.

If the Concern was reported orally to the Executive Director, the reporting individual, with assistance from the Executive Director, shall reduce the Concern to writing. The Executive Director is required to promptly report the Concern to the Chair of the Audit Committee, which has specific responsibility to investigate all Concerns. If the Executive Director, for any reason, does not promptly forward the Concern to the Audit Committee, the reporting individual should directly report the Concern to the Chair of the Audit Committee or the President of the Board of Directors. Contact information for the Chair of the Audit Committee and President of the Board of Directors may be obtained through the Executive Director or the Finance & Office Manager. Concerns may also be submitted anonymously. Such anonymous Concerns should be in writing and sent directly to the Chair of the Audit Committee.

#### **Directors and Other Volunteers**

Directors and other volunteers should submit Concerns in writing directly to the Chair of the Audit Committee. Contact information for the chair of the Audit Committee may be obtained from the Executive Director or Finance and Office Manager.

#### **Handling of Reported Violations**

The Audit Committee shall address all reported Concerns. The Chair of the Audit Committee shall immediately notify the Audit Committee, the Board President and the Executive Director of any such report. The Chair of the Audit Committee will notify the reporter and acknowledge receipt of the Concern within five business days, if possible. It will not be possible to acknowledge receipt of anonymously submitted Concerns.

All reports will be promptly investigated by the Audit Committee, or any other appropriate Committee of the Board of Directors and appropriate corrective action will be recommended to the Board of Directors, if warranted by the investigation. In addition, action taken must include a conclusion and/or follow-up with the reporter for resolution of the Concern.

The Audit Committee has the authority to retain outside legal counsel, accountants, private investigators, any other resource, or refer to another appropriate Committee of the Board of Directors, as deemed necessary to conduct a full and complete investigation of the allegations.

## **Acting in Good Faith**

Anyone reporting a Concern must act in good faith and have reasonable grounds for believing the information disclosed indicates an improper accounting or auditing practice, or a violation of CARE's policies. The act of making allegations that prove to be unsubstantiated, and that prove to have been made maliciously, recklessly, or with the foreknowledge that the allegations are false, will be viewed as a serious disciplinary offense and may result in discipline, up to and including dismissal from the volunteer position or termination of employment. Such conduct may also give rise to other actions, including civil lawsuits.

## **Rights and Responsibilities of Employee**

### **Whistleblower Protection**

CARE will protect Whistleblowers as follows:

- CARE will use its best efforts to protect whistleblowers against retaliation. All complaints by Whistleblowers will be handled with sensitivity, discretion and confidentiality to the extent allowed by the circumstances and the law. Generally this practice means that whistleblower concerns will only be shared with those who have a need to know in order to conduct an effective investigation. (Should disciplinary or legal action be taken against a person or persons as a result of a whistleblower complaint, such persons may also have a right to know the identity of the whistleblower.)
- A whistleblower shall not be subject to retaliation. No punishment for reporting issues will be allowed, even if the claims are unfounded; a reasonable belief or suspicion that unlawful or improper workplace behavior has occurred is enough to create a protected status for the whistleblower. No action can be taken against the whistleblower with the intent or effect of adversely affecting the terms or conditions of the whistleblower's employment, including but not limited to threats of physical harm, loss of job, punitive work assignments, or impact on salary or wages. Whistleblowers who believe that they have been retaliated against may file a written complaint with the Audit Committee Chair. Any complaint of retaliation will be promptly investigated and appropriate corrective measures taken if allegations of retaliation are substantiated. This protection from retaliation does not prohibit managers or supervisors from taking action, including disciplinary action, in the usual scope of their duties and based on valid performance-related factors.
- Whistleblowers must be cautious to avoid baseless allegations, which are allegations made with reckless disregard for their truth or falsity. People making such allegations may be subject to disciplinary action by CARE, and /or legal claims by individuals accused of such conduct.

## **Posting and Notification**

This policy is to be posted in CARE's offices, including in the Employee Manual, and communicated to all new staff and board members as part of their orientation. In addition, after the bi-annual election of the board chair and after the chair of the Audit Committee has been selected, the Executive Director will have the responsibility of updating the contact information below for both of those individuals and then sending the policy with the updated contact information to all staff and the Board of Directors. This policy shall also be available upon request.

### **CONTACT INFORMATION:**

**Chair of Audit Committee: Tom Ball, 814-887-2041**

**President, Board of Directors: Karen Gelston, 814-362-3503**

**Executive Director, Tina M. Martin, 814-558-6279**