

# PROJECT MONA'S HOUSE

RESTORING  
HUMAN  
TRAFFICKING  
SURVIVORS



---

## Volunteer Handbook





# PROJECT MONA'S HOUSE

RESTORING  
HUMAN  
TRAFFICKING  
SURVIVORS



## Table of Contents

### Volunteer Policies & Procedures

• Introduction & Orientation	Page 2
• Contact & Role Information	Page 3
• Rights & Responsibilities	Page 7
• Dress Code & General Policies	Page 8
• Privacy & Personal Information Policy	Page 10
• Resignation & Termination Policies	Page 12
• Workplace Conduct & Behavior	Page 16
• Directory	Page 18



### Forms

• Volunteer Confidentiality	Page 19
• Emergency Contact	Page 20
• Internet, Personal Computers & Email Acceptable Use Policy	Page 21
• Incident & Accident Reports	Page 22
• Acceptance of Roles & Responsibilities	Page 25



# Introduction & Orientation

---

## Welcome to Project Mona's House!

At Project Mona's House we believe that Freedom is for EVERYONE! No exceptions. We work hard to engage OUR community in the fight to end modern day slavery aka Human Trafficking. As a volunteer for Project Mona's House, you are operating as a Modern-Day Abolitionist. Alone we can do very little, but together we can accomplish much... let's FREETHem!

## Our Mission

Project Mona's House exists to shed light on the terrible crime of Human Trafficking, restore those who have been victimized, and prevent it from ever happening again through education, legislation, and amplifying our voice until freedom rings for all people... FOREVER!

## Our Vision

We will see human trafficking outlawed and eradicated in our lifetime. We will see safe places for women and girls all across the USA. We will see the day where human bodies will not be seen as commodities.

## Our Values

- Volunteering contributes to the vitality and capacity building of the community.
- Volunteers and the staff that support them are an integral component of the voluntary sector.
- Honesty, integrity, and fiscal responsibility are demonstrated in all areas of our work.
- We fight against human trafficking and all things that fuel the industry. Our expectation is that our volunteers do the same, an example of combating fueling agents is to abstain from pornography, brothels, strip clubs, and other pathways that lead to commercial exploitation.
- Diversity of community and volunteers are highly respected and welcomed.
- We believe sharing of experience and knowledge is the cornerstone of community and leadership development.



# Contact & Role Information

---

*Here at Project Mona's House, you will report to the primary supervisor of your program.*

Supervisor: Aviance Campbell  
Phone Number: 716-316-7717  
Email: Aviance@projectmonashouse.com

For general concerns, or if you can't contact your supervisor, contact the general the office at: 716-795-MONA (6662)

## Programs & Roles

The work of Project Mona's House is split into 2 main areas: community serving and organization serving. Here are the volunteer roles within these program streams:

- **Volunteer Lead**

This is a 12–24-month volunteer commitment to be a liaison between the volunteer teams and employees of Project Mona's House. This person runs monthly meetings with the volunteers, plans appreciation events for their team, keeps a steady flow of communication within the team, and makes sure volunteer goals are being reached.

- **Outreach Team**

This team helps spread awareness about human trafficking by teaching 101 courses, doing informational videos, and by creating informational content. This team researches new material and works diligently to be experts on the subject matter. They will host community talks around the subject, be it in person or virtual.

- **Hands on Deck**

This team of people will assist Project Mona's House on an as needed basis. They will let the volunteer coordinator know the areas they have passion and talent in; and will be notified about volunteer opportunities that relate to that, or any general needs as they may arise.



- **Tutors**

Tutors will assist women who need help obtaining the GED, and children who need subject specific assistance.

- **Youth Workers**

Volunteers are needed to work with girls ages 7-17. These may be chaperones for trips, or for creative time in the FreeTHEM Center.

- **Mentors for Adult Women and Young Girls**

Mentors are needed to help people manifest their dreams and maximize their full potential on earth. Each mentor will receive 1-2 mentees to serve as an agent of change in the lives of the women and girls we serve.

- **Intake Workers**

These volunteers will help women through the process of being accepted as a member of the FreeTHEM Center or Project Mona's House. They will connect them to resources that are needed to help them achieve their goals.

- **Office Assistants**

These people are the hands and feet of Project Mona's House, helping wherever needed. This position may include assisting with mailers, cleaning the offices or residences, running errands, answering telephones, taking guests on tours, etc.. They will also interact with members of the FreeTHEM Center and help where needed e.g. playing games, spending quality time, doing crafts, etc.

- **Front Desk Workers**

These are people who are able to volunteer on a consistent basis. They will handle front desk duties like answering emails, phones, and assisting Project Mona's House Staff.

- **Event Planning & Crew**

This team works directly with the President of Project Mona's House to plan events that will raise awareness or money, and sometimes both.



- **Donation Team**

This team will manage our once a month donation days (last Saturday of each month). They will ensure all donations are stored away and that inventory is taken. The donation team will also put together our monthly care packages for women or children who may need certain products that are in our gifting center. They will also contact companies or organizations to get more in-kind donations to serve our community. They will keep track of what we have given and what we need.

## **Volunteer Policies**

### **Background Check**

As appropriate for the protection of clients, volunteers in certain assignments may be asked to submit to a background criminal check. Failure to submit a background check may result in refusal of a volunteer assignment.

Where volunteers are to be placed in direct contact with at risk clients, additional screening procedures may be instituted. These procedures may include reference checks, direct background investigation, criminal investigation, etc. Volunteers who refuse permission for conduct of these checks will not be accepted for placement with clients.

### **Orientation**

All volunteers will receive a general orientation on the nature and purpose of Project Mona's House, an orientation on the nature and operation of the program or activity for which they are recruited, and a specific orientation on the purposes and requirements of the position which they are accepting in that effort.

### **Training**

It is mandatory that every volunteer takes the Human Trafficking 101 training before being placed on a team within Project Mona's House. **Volunteers will have 30-60 days to complete this training before they are removed from the Volunteer List.**



## **Social Media Statement**

Volunteers are encouraged to share their experience with friends, family and networks. Project Mona's House can be found on Facebook, Instagram, YouTube and its own website - and social media is a great place to share experience. Follow, like and tag Project Mona's House and share photos and status updates to show the world what it's like to volunteer at Project Mona's House. However, volunteers are not allowed to take/post photos and videos of the women taken in by Project Mona's House unless approved by a supervisor.

## **Volunteers as Supervisors**

A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member.

## **Volunteer/Staff Relationship**

Volunteers and staff are partners in implementing the mission and programs of the agency, with each having an equal but complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

## **Lines of Communication**

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments.

Accordingly, volunteers should be included in and have access to all appropriate memos, materials, and meetings relevant to the work assignments. To facilitate the receipt of this information on a timely basis, volunteers should be included on all distribution schedules and should be assigned a site or mailbox for receipt on information distributed in their absence. Primary responsibility for ensuring that the volunteer receives such information will rest with the direct supervisor of the volunteer.

Lines of communication should operate in both directions.

Volunteers should be consulted regarding all decisions which would substantially affect the performance of their duties.





# Rights & Responsibilities

---

*As a volunteer, you have rights and responsibilities. Project Mona's House believes volunteers are an important resource and the forward momentum behind any organization.*

## **Volunteer Rights**

Volunteers are viewed as a valuable resource to Project Mona's House, its staff, and its clients. Volunteers shall be extended the right to be given meaningful assignments, the right to effective supervision, and the right to be proud to be a catalyst toward change.

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 Project Mona's House.

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 Project Mona's House.

- Work in a safe and healthy workplace and to refuse unsafe work
- Provide feedback and receive feedback when requested and at regular intervals
- A break will be allotted for you if you are working more than 4 hours

## **Volunteer Responsibilities**

- Come as scheduled and on time
- Carry out your tasks efficiently and honestly
- Commit time for the work
- Accept guidance and decisions of the volunteer coordinator, or Project Mona's House Staff
- Participate in orientations, trainings, and meetings.
- Keep internal information confidential.
- Act with respect for the cause, community, organization, and its work.
- Act responsibly and with integrity.
- Respect all policies that are in place.
- Notify their supervisor if they are unable to fulfill their duties or miss a shift.
- Recommend suggestions and changes if needed.





# Dress Code & General Policies

---

## Dress Code

Volunteer dress codes vary and are dependent on the requirements of individual roles. Should there be an official Project Mona's House event taking place, everyone should have on something from The Billboard Collection.

Volunteers should dress business casual while working in office, and casual if doing manual labor. We ask that all volunteers dress modestly, and if any questions should arise please ask the volunteer coordinator.

## General Policies

Volunteers are required to attend orientation to the organization and training relevant to the needs of their role to ensure they can perform their duties safely and effectively. If a volunteer doesn't receive this training, they should contact the Volunteer Supervisor.

Volunteers must complete the Emergency Contact Form at the end of the training. Completion of this form ensures that Project Mona's House has the necessary information on file in the event of an emergency. By signing this form, volunteers consent to this information being stored for the duration of the volunteer's engagement and only used in emergency situations. If emergency contacts or addresses should change, please let the Volunteer Supervisor know immediately so that it can be updated in your files.



# Privacy & Personal Information Policy

---

This is Project Mona's House Privacy & Personal Information Policy. Please note that you are included in this policy and your personal information will be kept secure. By volunteering with Project Mona's House and signing the Acceptance of Role & Responsibilities form, you are consenting to your information being collected and stored for the purposes of volunteer engagement.

**Policy Title:** Privacy & Personal Information Policy

**Approval Date:** January 20, 2021

## **Purpose**

In adherence to the Privacy Act of 1974, this policy ensures the privacy and protection of volunteers' personal information.

Project Mona's House is committed to protecting the privacy of personal information of all stakeholders in the organization including volunteers. This is in accordance with federal and state government privacy legislation to ensure the collection, safeguarding and appropriate disclosure of personal information. Pursuant to this policy, all individuals have the right to their own personal information stored and used by Project Mona's House.


## **Definitions**

"Personal Information" includes any information about an identifiable individual, including race, ethnic origin, color, age, marital status, religion, education, medical, criminal, employment or financial records, address, telephone number, e-mail address, numerical identifiers such as Social Security Number and views or personal opinions.

## **Application/Responsibilities**

Project Mona's House collects and uses personal information from volunteers to support program delivery and for the following specific reasons:

- Application and recruitment process of volunteers.
- Maintaining contact with volunteers to ensure coverage of shifts and responsibilities and letting volunteers know of opportunities.
- Satisfying statistical reporting requirements (such as locations of volunteers) detached from personal identifiers.
- Accommodating volunteers with disabilities, illnesses and/or injuries.
- Supporting ongoing training and development.



It is the responsibility of the organization and volunteer supervisors to request consent for a new use of personal information.

The organization is expected to only disclose specific information as dictated by funding requirements and where applicable by provincial and federal law. No information will be disclosed without prior consent from volunteers with the exception of information made anonymous.

It is the responsibility of volunteers to provide consent for the collection of their personal information.

It is the responsibility of volunteer supervisors to determine how long they will retain volunteer information after the volunteer has ceased their engagement with the organization.

## **Procedures**

### Consent Statement

It is the responsibility of volunteer supervisors to determine how long they will retain volunteer information after the volunteer has ceased their engagement with the organization.

### Information Storage


All personal information will be stored in digital copy on Project Mona's House's secure shared drive and in physical copies in the relevant volunteer supervisor's files. These physical files will be locked in a cabinet only to be accessed when necessary.

### Disclosure

Under most circumstances, personal information will be used by volunteer coordinators to match roles and maintain contact with active volunteers. Certain information may be disclosed under the following circumstances:

- Funder statistical requirements & reporting
- Regional volunteer location assessment
- Subpoena, warrant, court order or government request

Project Mona's House will not provide names and contact information of volunteers to other organizations or companies without prior explicit consent.



### Personal Access

Upon written request and with reasonable notice, all current and former volunteers (within the aforementioned time frames) can access their own personal information, affirm or challenge its accuracy and request amendments when necessary.

Challenges to collection, use or disclosure of personal information are to be resolved immediately by the Executive Director and complainants notified of their right to seek additional information or file complaints with the Privacy Office of the United States. All challenges and complaints will be responded to in writing.



# Resignation & Termination Policies

---

These are Project Mona's House's policies on Volunteer Resignation and Volunteer Termination. These policies are in place to ensure you are aware of the process for resigning from your volunteer role, as well as the process for termination if necessary.

**Policy Title:** Resignation Policy

**Approval Date:** January 20th, 2021

## **Purpose**

To ensure that clear and reasonable notice, as described below, is provided to Project Mona's House by volunteers.

Volunteers should provide their direct supervisor with written notice of their resignation. It is expected that volunteers will give a minimum of 30 day notice, except in the circumstance of family or medical emergency. Volunteers are not obligated to provide a reason for resignation. However, volunteers who provide less than a 30 day's notice and do not disclose a family or medical emergency may not be invited back to Project Mona's House for a minimum of three (3) years.

## **Application/Responsibilities**

Volunteers who wish to resign from their position should follow the procedures described below. Staff supervisors are expected to know and understand Project Mona's policy and procedures on volunteer resignation. Failure to follow this policy would result in the disruption of services at Project Mona's House.

## **Procedures**

**Resignation Provided with a Minimum of 30 days Notice** Volunteers who wish to resign from their position and do so with a minimum of 30 days notice must write a letter stating their intention and the last date of volunteer service. The resignation letter should be forwarded to the volunteer's direct supervisor electronically or provided in hard copy. Staff supervisors will acknowledge in writing receipt of resignation letters that are provided via email.

A copy of the resignation and acceptance of resignation will be kept on the volunteer's record for a minimum of three years.

### Resignation Provided with Less than 30 Days Notice

Volunteers who wish to resign from their position and do so with less than one week's notice must write a letter stating their intention and last date of volunteer service. The resignation letter should be forwarded to the volunteer's direct supervisor electronically or provided in hard copy. Staff supervisors will acknowledge in writing receipt of resignation letters that are provided via email.

Volunteers may disclose a family or medical emergency as a reason for resignation to any Project Mona's House staff member in person, over the telephone, or in writing. If an emergency is provided as the reason for sudden resignation, this will be indicated on the volunteer's record, and the volunteer may apply to return to Project Mona's House at any time. If no emergency is disclosed, the volunteer may not be welcome back to Project Mona's House for a minimum of three years.

**Policy Title:** Termination/Dismissal Policy

**Approval Date:** January 20, 2021

#### **Purpose**

To ensure that dismissal of volunteers is fair, equitable and reasonable based on the process herein and the expectations, responsibilities and consequences of volunteer actions.

#### **Policy Statement**

Project Mona's House has the right to dismiss any volunteer whose actions have not supported the vision and mission of the organization and/or who has violated Project Mona's policies, procedures, community culture, boundaries and position responsibilities.

#### **Application/Responsibilities**

Volunteer supervisors within the organization will determine the responsibilities of each volunteer role – along with any associated expectations, boundaries, duties and rules that are appropriate. Volunteers will also sign an Acceptance of Role & Responsibilities including appropriate behavior, rights and responsibilities.

It is the responsibility of every volunteer coordinator and supervisor to ensure volunteers are aware of their expectations and responsibilities, and all possible consequences for failing to meet these expectations, breaching a boundary, or inappropriate behavior.

It is the responsibility of volunteers to understand their expectations and be aware of the dismissal policy and process to follow each step accordingly.

## Procedures

The following are considered grounds for immediate dismissal:

- Illegal, violent and/or unsafe acts (will also involve Project Mona's Services)
- Theft of property or misuse of Project Mona's funds, equipment, or materials
- Being under the influence of alcohol or drugs while performing volunteer duties
- Any action or behavior that causes harm to clients
- Hate speech
- Knowingly participate in actions and purchases that fuel human trafficking.

All volunteers are subject to a probation period of 60 days. During this probation period, the following procedure may not apply as volunteers may only receive one or no warnings for improvement, depending on the severity of the issue. The following procedure applies in all other cases besides probation and the immediate dismissal grounds listed above:

- Any instance of failure to meet the requirements of the role, behave within the boundaries and Code of Conduct and/or misrepresent or contravene the mission of Project Mona's House will be documented in the volunteer's file using an Incident Report. Each occurrence will be shared and followed-up with the volunteer. A plan will be created to improve behavior and ensure instances aren't repeated.
- If such occurrences are repetitive or frequent, the volunteer will be given a warning in person and in writing. This warning will be recorded in the volunteer's file.
- Depending on the severity of the issue, the number of warnings before termination will vary –a standard consideration should be 2 warnings, as the volunteer will be given opportunities to improve after each and the failure to improve after the 2nd warning would warrant dismissal.



- The duration between the last warning and informing a volunteer of their dismissal should be no more than 2 weeks – this depends on the volunteer’s engagement (daily, weekly, monthly, occasional) and should still allow for volunteers to improve behavior and performance if possible.
- An appointment should be scheduled to inform the volunteer of the decision to dismiss them in person or via Zoom – present at this meeting will be the direct coordinator of this volunteer and one other member of senior staff. The volunteer is invited to bring another volunteer or any other person for support purposes. This meeting is to inform the volunteer of the decision, not to discuss or potentially change the decision.
- The volunteer should be supplied with a confirmation of their termination in the form of a Dismissal Letter, signed by their supervisor and the Executive Director





# Workplace Conduct & Behavior

---

Project Mona's House Workplace Violence & Harassment Policy and Human Rights & Anti-Discrimination Policy work in tandem to ensure volunteers work in an environment free from violence, harassment and discrimination.

## **Definitions**

**Discrimination** means any form of intentional or unintentional unequal treatment based on a protected ground of the Civil Rights Act of 1964 that results in disadvantage, whether imposing extra burdens or denying benefits. Discrimination needs only to be one factor among many factors in a decision or action for a finding of discrimination to be made. (See Human Rights & Anti-Discrimination Policy)

**Harassment** means a course of comments or actions that are known, or ought reasonably to be known, to be unwelcome. It can involve words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning or unwelcome. Including sexual harassment.

## **Complaints**

Volunteers who lodge good faith complaints may do so without fear of retaliation or reprisal. Alleged retaliation or reprisals are subject to the same complaint procedures and discipline as complaints of discrimination and harassment. Complaints will be kept confidential, with disclosure only occurring if deemed necessary to adequately resolve issues.

Complaints issued that are found to have been made in bad faith will be subject to disciplinary action, up to and including dismissal.

**Workplace** is any area where tasks are carried out on behalf of an organization. This can be an office, a private residence during times when tasks for an organization are taken on, or a public area during times when staff or volunteers are carrying out activities related to an organization.

**Workplace violence** is the exercise of physical force by a person against a worker (volunteer or staff member), an attempt to exercise physical force against a worker, or a statement or behavior that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Project Mona's House Workplace Violence & Harassment Policy and Human Rights & Anti-Discrimination Policy work in tandem to ensure volunteers work in an environment free from violence, harassment and discrimination.

### **Responding to Complaints of Harassment or Discrimination**

Volunteers who feel they have been the target of harassment or discrimination have three options for managing the concern:

- Direct Communication – With little intervention from Project Mona's House, complainant can communicate directly with the person who behaved inappropriately
- Informal Complaint – With assistance from Project Mona's House, complainant can lodge an informal complaint and not communicate directly with the accused
- Formal Complaint – With assistance from Project Mona's House, complainant can lodge a formal complaint with the possibility of taking legal action against the respondent



# Directory

---

## **President & Executive Director**

**Kelly Diane Galloway**

kelly@projectmonashouse.com

## **Executive Assistant & Volunteer Coordinator**

**Aviance Campbell**

716-316-7717

Aviance@projectmonashouse.com

## **Digital Content Manager**

**Kate Scaduto**

Kate@projectmonashouse.com

## **Fund Development Officer**

**Elena Smith**

Elena@projectmonashouse.com

## **Council of Behavioral Health**

**Aline Ehade**

Aline@projectmonashouse.com

## **Mona's Group Leader**

**Lynette Galloway**

Lynette@projectmonashouse.com

## **Board of Directors Chairperson**

**Ebony Whitlock**

Ebony@projectmonashouse.com

# Forms

---

## **Volunteer Confidentiality Pledge**

In my capacity as a volunteer at Project Mona's House I may learn personal facts about staff, volunteers, clients and member agencies. I may become aware of confidential information related to the operation of the organization. I understand that I must exercise due diligence and caution in any discussion related to Project Mona's House and its business.

I understand that confidential information may be disclosed to me in the course of my duties and will not be divulged unless I believe that it is necessary and would only do so to my immediate supervisor.

I also understand that confidentiality is not limited to my current affiliation with Project Mona's House and that it continues in perpetuity.

Signature: .....

Name: .....

Date: .....

Witness: .....

Date: .....

## **Volunteer Emergency Contact Information**

Name: .....

Address: .....

.....

Zip: ..... Phone: .....

Date Started with Project Mona's House: .....

Contact Person: .....

Relationship: .....

Home Phone: .....

Cell Phone: .....

Work Phone: .....

Email: .....

Please feel free to list any additional information that you think may be helpful in the event of contacting an individual about an emergency situation:

.....

.....

.....

Signature: .....

Dated: .....

## **Internet, Personal Computers & Email Acceptable Use Policy**

In my capacity as a volunteer at Project Mona's House, I understand that there will be occasions when I will need to access personal computers, shared files, e-mail and the Internet. I understand that it is imperative that I exercise due diligence and caution when working on any of Project Mona's computers and further understand that all electronic information related to the operation of the organization must remain confidential at all times.

Project Mona's House encourages the use of the internet to accomplish job responsibilities and further Project Mona's mission. Project Mona's House encourages use of the internet for work related professional contacts and career development.

Project Mona's House expects staff and volunteers to use internet access in a responsible and informed way.

Project Mona's House expects staff and volunteers not to share network or system passwords with anyone.

Use of the internet is a privilege, not a right. Project Mona's House management may revoke this privilege at any time for unacceptable behavior and abuse of this privilege.

Data integrity must be maintained at all times and any deliberate attempt to sabotage or destroy files will be grounds for immediate dismissal and/or legal action.

I fully understand and agree to abide by the above policies when using Project Mona's computers, Internet and Email services.

Signature: .....

Name: .....

Date: .....

Witness: .....

Date: .....



## **Incident Report**

"Incident" is a circumstance serious enough to require immediate attention to a volunteer, client, or staff. Incidents can occur because of a volunteer's actions, or instead in the presence of a volunteer. This can include breaking boundaries or rules, failing to follow instructions, near-accidents or any occurrence that is problematic.

Date: .....

Time: .....

Location: .....

Name(s) of Individual(s) Involved: .....

.....

Details of Incident: .....

.....

.....

.....

Signature of Individual (s): .....

Date: .....

Signature of Supervisor: .....

Date: .....

## **Accident Report**

"Accident" is an unforeseen or unexpected occurrence that could lead to bodily harm or injury and/or damage to property. Accidents are without apparent or deliberate cause and can happen to anyone involved – volunteers, clients, staff and/or community members.

All parties present during an accident – volunteers and/or staff – are required to fill out an accident report form. Use the following format:

Date: .....

Time: .....

Location: .....

Report Completed By: .....

Name(s) of Individual(s) Involved: .....

.....

Nature of Accident:

*Medical Emergency / Physical Injury / Property Damage / Assault or Violence / Other*

*If "Other", Please Specify:* .....

Circumstances Leading to An Accident: .....

.....

Supervisor Present (If Applicable): .....

Action Taken (By you or others): .....

.....

Who was contacted? .....

.....

Signature of Individual (s): .....

Date: .....

Signature of Supervisor: .....

Date: .....

### **Acceptance of Role & Responsibilities for Volunteers**

I fully understand and agree to abide by the policies of Project Mona's House as outlined in the Orientation and Training Session and policies and statements provided in this handbook. I further agree to represent Project Mona's House in a professional and courteous manner which reflects the organization's key messages and core values. I agree to consult with a Project Mona's House staff person should any situation arise during the event which requires clarification, consultation, or appropriate input before making a decision.

Signature: .....

Name: .....

Date: .....

Witness: .....

Date: .....