



Able-
SERVICES

Informational Handbook for Volunteers

Revised August 2017

Forward

This volunteer handbook has been written to provide general information about Leg Up Farm and it's volunteers' rights, responsibilities, regulations and benefits. As a valued Leg Up Farm team member, your safety is our primary concern. For this reason, we have developed and implemented various safety rules for volunteers in each department of the facility. In return, we require each volunteer to read and adhere to the standards set forth.

Leg Up Farm relies heavily on volunteers like you, and once you have volunteered here we believe you will get back more than you give. We invite you to contribute as much or as little time as you can commit to. Every minute of time donated to our organization from each volunteer is greatly appreciated.

"Volunteers do not necessarily have the time; they just have the heart." –Elizabeth Andrew

Thank you for becoming an informed member of the Leg Up Farm family. We anticipate compliance with our standards in order to provide a safe and rewarding experience for all.

Our Pledge



A set of promises we have made to one another to serve as a foundation for our work and to carry out our mission!

Mission: *To enrich the lives of individuals with special needs and their families through support and customized programs.*

Vision: To become the leader in innovative, therapeutic programs and services for individuals with special needs.

Culture: **Positive Attitude-** An optimistic perspective of life in all situations.

Passion- Loving what you do and sharing that love with those you come contact with to Facilitate change.

Teamwork- When a goal has been established between two or more persons. Working together their goal will be achieved no matter what obstacles come their way.

Respect- Recognizing that all people have unique gifts, skills, concerns and perspectives.

Guiding Principles:

1. We will remember to HAVE FUN!
2. We are supportive and respect everyone we interact with and treat them as family.
3. We are "present" in all interactions.
4. We foster a "can-do" attitude by focusing on the strengths and creativity of each individual.
5. We are committed to continual improvement, both personally and professionally.
6. We are open to change, so we can be innovative.

We believe that by fulfilling these promises each day, we will succeed in all we attempt!

Overview of Leg Up Farm

Description of Services

Leg Up Farm believes every child is special and deserves the opportunity to reach their full potential. Our ability to serve clients with a variety of disabilities makes us the premier outpatient therapeutic center in Central Pennsylvania. We have created the “Circle of Care” program model that brings therapists of different specialties together in one building to create a customized program with a team approach.

Circle of Care - For therapy to be maximally effective, everyone involved in a child's life must work together, from family and friends, to doctors and therapists, to teachers, volunteers and community members. Out-patient services are tailored to meet the needs of each child to help them overcome physical, cognitive, emotional, and social challenges so that they may become integral members of our community.



Leg Up Farm is governed by an elected Board of Directors.

Hours of Operation

- Monday through Thursday, 8 AM – 8 PM
- Friday, 8 AM – 5 PM
- Saturday and Sunday, CLOSED
 - Saturday & Sunday Barn Hours ONLY: 8 – 10 AM & 2 – 4 PM

Holidays

Leg Up Farm observes the following holidays each year, at which time the facility is officially closed.

New Year's Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Eve – Closing at 1:00 PM
Labor Day	Christmas Day

If one of the above holidays falls on Saturday, it normally is observed on the preceding Friday. If one of the above holidays falls on Sunday, it normally is observed on the following Monday.

This year we will be closed the last week of the year. This will include closing on the preceding Friday at 1:00 PM.

Overview of Volunteering at Leg Up Farm

Job Descriptions

Administration – On an as-needed basis, volunteers may help with light clerical duties including:

- Database Entry
- Marketing Support
- File Maintenance
- Greeting Clients
- Waiting Room Hosts

Barn Work – One of the most important, behind-the-scenes jobs involves providing a clean, friendly, welcoming environment within the barn. Working in the barn involves several daily tasks including, but not limited to:

- Feeding Animals
- Turning Horses In and Out
- Basic Animal Care
- Cleaning Stalls
- Sweeping Floors
- Wiping Structural Surfaces
- Scrubbing Buckets
- Moving Materials by Hand
- Using a Wheelbarrow

Facilities – These volunteers help with a wide variety of tasks to help make our facility a warm and welcoming environment. Duties include, but are not limited to:

- Cleaning
- General Carpentry
- Mowing
- Painting

Fundraising – This group of volunteers help identify, develop, and maintain strong donor relationships and innovative, effective fundraising events. Successful fundraisers will have these personal traits:

- Impeccable integrity
- Good Listening Skills
- Ability to Motivate
- Hard Working
- Passionate Belief in the Organization's Mission

Landscaping & Gardening – Volunteers help design, plant and maintain the facility's landscaped areas, including the Rainbow Gardens. Tasks include, but are not limited to:

- Dig Holes
- Plant Vegetation
- Pull Weeds
- "On-the-job" experience
- Spread Mulch
- Trim Bushes and Shrubs
- Water Plants

Special Events – These volunteers help ensure various special events run smoothly for the safety and enjoyment of everyone in attendance. They must be outgoing and friendly, comfortable with the public, and enjoy interacting with people of all ages and abilities. Duties include, but are not limited to:

- Set Up
- Greet Visitors
- Assist with Parking
- Give Directions

- Serve Refreshments
- Take Photographs
- Sell Raffle Tickets
- Break Down/Clean Up

Summer Camp – These volunteers assist our Camp Director and Camp Staff with the daily care and supervision of Leg Up Farm campers. Summer camp runs from mid-June to the end of July. Volunteers must be at least 15 years of age to apply. Duties include, but are not limited to:

- Daily set up and tear down
- Assist with activities
- Oversee safety of campers
- Show positive communication between campers, staff and parents
- Attend required meetings and trainings

Therapeutic Riding Lessons – There are different positions that need to be filled during the riding lessons. They may include, but are not limited to side walker, leader, and ring assistant.

Therapy Aide – These volunteers help the therapy department run smoothly by performing daily housekeeping and administrative tasks including, but not limited to:

- Setup of equipment/activities
- Break down of equipment/activities
- Cleaning and Sanitizing Used Equipment
- Copy Paperwork
- File Paperwork
- Laminate Projects

Application Process

Every volunteer is required to complete an application profile. This provides specific information for the Volunteer Coordinator to determine if a mutually beneficial relationship exists between Leg Up Farm and the volunteer candidate. It is important for the volunteer candidate to be explicitly detailed in their responses. Once the Volunteer Coordinator reviews the Volunteer Profile and decides whether the candidate is qualified to continue the volunteer process, the candidate will be contacted through either email or phone. All new volunteers must be 14 years of age.

Clearances

All volunteers are required to have a current Pennsylvania State Criminal Background Check and Pennsylvania Child Abuse History Clearance. Leg Up Farm and the state of Pennsylvania consider results produced within the past three years to be current. If the volunteer candidate does not have current clearances, applicants must obtain the proper clearances. There is no cost to the candidate for these clearances. Leg Up Farm will also reference the National Sexual Offenders Registry for each applicant prior to providing clearance to any volunteer. As a rule, volunteers will be precluded from service if the any background check shows a court imposed penalty for a violent crime, sex crime, financial crime, drug crime or crime of theft with the past seven years. However, the final decision about volunteer service will be made by the Executive Director in consultation with the head of the Leg Up Farm Human Resources Department and, when necessary, legal counsel.

Once the volunteer candidate produces valid clearances, they are then cleared to volunteer at Leg Up Farm for a period of three years from the date signified each clearance. After a three year period all clearances will need to be renewed in order for the volunteer to maintain an active status. If a volunteer becomes inactive, they must renew their clearances before gaining active status again. (See *Inactive Status* for more information)

Mandatory Trainings

Some programs require volunteers to attend a one to two hour mandatory training prior to serving hours with the department. The Volunteer Coordinator and/or Department Manager will inform the volunteer if a mandatory training is required. Volunteers will be asked to attend training once all clearances have been reviewed by Leg Up Farm and the volunteer is given an active status.

On-the-job Orientation

Volunteers interested in working in Administration, Facilities, Fundraising, Grounds, and Special Events will complete an on-the-job orientation on their first day of volunteer work. These volunteers will coordinate their schedule with either the Volunteer Coordinator or the Department Manager. When serving in a specific department, the volunteer will report to the person in charge of that department.

Access to the Building

Volunteers will not have immediate access to the building at any time. Upon arrival to Leg Up Farm, all volunteers must enter the facility through the main entrance and obtain an identification badge at the Medical Front Desk. This badge will grant the volunteer access to the area of the building in which they are scheduled to volunteer. For this reason, it is imperative for each volunteer to greet the Medical Front Desk by letting them know they are serving in the specific department.

If scheduled to volunteer after hours of operation (i.e. special events, weekend barn work), volunteers will be informed by the Department Manager as to how to enter the building.

Reporting Hours

All Leg Up Farm volunteers are required to sign in and out of the building when serving. This allows staff to know who is in the building at any specific time. It also tracks the hours that you have volunteered for your purpose and ours. Volunteers will sign in and out using the laptop provided at the Medical Front Desk. When signing in volunteers should ensure they select the activity they are serving hours for that day.

Volunteer Rights and Responsibilities

Volunteer Expectations

At Leg Up Farm, we take pride in hiring employees who consistently strengthen our community. This viewpoint extends directly to our volunteers. While we support and encourage diversity, we firmly ask each volunteer to adhere to the rules set forth. Not only does this provide a safe and nurturing learning environment for our clients, but it also allows you to create fond memories that you will undoubtedly cherish for a lifetime.

Code Of Conduct – Volunteers of Leg Up Farm are expected to accept certain responsibilities, adhere to accepted business and professional principles in manner of personal conduct, and exhibit a high degree of personal integrity at all times. This responsibility not only involves sincere respect for the rights and feelings of others, but also demands that both in professional and in personal life, volunteers refrain from any behavior that might be harmful to the staff, volunteers, interns, animals and/or Leg Up Farm or that might be viewed unfavorably by current clients or by the public at large.

Dress Code – All volunteers must wear conservative, non-offensive attire while at Leg Up Farm. As a general rule, if you question whether it is appropriate, you should not wear it. Below you will find some guidelines that will help you dress appropriately while serving at Leg Up Farm.

- Attire must be clean and neat.
- Clothes must be modest and well-fitting.
- Excessive jewelry, offensive tattoos, and unsightly body piercings are prohibited.
- Due to the sensitivities of some of our clients, please refrain from using strongly scented perfumes, deodorants, hairsprays or body washes.
- ID Card must be clearly visible at all times.

Any questions regarding appropriate attire and personal conduct should be addressed with your Department Manager or Volunteer Coordinator. Unacceptable attire or behavior may result in disciplinary action, up to and including termination.

Dependability – It is imperative you prove yourself dependable as a volunteer. If you are committed to a specific time frame, please make it a priority to report to the Department Manager on time. Failure to report for a scheduled time may cause Leg Up Farm to cancel the client's appointment. This is not desired and may result in dismissal from the volunteer program.

If you are sick or running late, please call Leg Up Farm and ask to speak with the Department Manager with whom you are scheduled to work with.

Cell Phone Policy – Out of respect and for the safety of our clients, guests, staff, animals and yourself, we ask that you not use your cell phone while performing your duties. Use of cell phone includes, but is not limited to: phone calls, texting, games and social media. In the case of an emergency please inform your staff supervisor and accommodations will be made.

Social Networking Policy - Personal web site and web logs (blogs) have become prevalent methods of self-expression in our society. Leg Up Farm respects the right of volunteers to use these mediums during their personal time. If a volunteer chooses to identify himself or herself as a Leg up Farm volunteer on a web site or blog, he or she must adhere to the following guidelines:

- Make it clear to the readers that the views expressed are the volunteer alone and that they do not necessarily reflect the views of Leg Up Farm.
- Do not disclose any information that is confidential or proprietary to Leg up Farm or to any third party that has disclosed information to Leg Up Farm. Consult the confidentiality policy for guidance about what constitutes confidential information.
- Uphold Leg Up Farm’s value of respect for the individual and avoid making defamatory statements about Leg Up Farm employees, volunteers, interns, clients, donors, partners, affiliates, and others – including competitors.
- Be careful not to let blogging interfere with the volunteer job commitments.

If blogging activity is seen as compromising to Leg Up Farm, staff may request a cessation of such commentary and the volunteer may be subject to counseling and, potentially, disciplinary action. For any questions about these guidelines or any matter related to personal web site or blogs, contact your Volunteer Coordinator or Department Manager.

Nametag/Identification

Upon sign-in, each volunteer is given an identification badge, which also provides access throughout the building. It is specifically marked with the department in which you are scheduled to serve. For this reason, you must greet the Medical Front Desk kindly asking for a badge in your specific department. This badge is to be visible at all times and provided upon request to any Leg Up Farm staff member. It must be returned to the Medical Front Desk before leaving the facility. In the event the badge leaves the building, it will be deactivated, rendering it useless.

Confidentiality (including HIPAA)

As a volunteer of Leg Up Farm, you are responsible for securing confidential information. Information deemed confidential by law or Leg Up Farm policies may include, but is not limited to the following. It may be any form of information including written, electronic, oral, overheard or observed.

- Information on clients
- Information on employees
- Information on volunteers
- Information on donors

- Information on research
- Information on financial and business operations

HIPAA – As a health care provider, Leg Up Farm is dedicated to securing clients' confidential healthcare information under the HIPAA Privacy and Security Rules. The HIPAA legislation is complex, but the most important area pertinent to volunteers is the Privacy Rule. The Privacy Rule gives clients rights over their healthcare information and sets rules and limits on who can look at and receive their healthcare information. This translates into a couple rules which volunteers MUST follow:

- Do not refer to a client, at any time, by their first and last name; instead use their first name and initial of their last name, only if clarification is necessary.
- Do not discuss a client's diagnosis to anyone other than Leg Up Farm staff. In addition, do not discuss this information in a public location where others may overhear.

Violations of HIPAA are extremely serious and may result in disciplinary action up to and including termination, in addition to potential civil and criminal penalties.

Open Door Policy

Leg Up Farm believes open communication within an atmosphere of mutual trust is important for both employees, volunteers and interns. We value volunteers'/interns' constructive opinions and suggestions and therefore encourage you to discuss with your Department Manager any problems or concerns you may have. Because Leg Up Farm believes in team effort and an open atmosphere, it encourages volunteers to meet and discuss suggestions, problems, or concerns with the Volunteer Coordinator and/or Department Manager.

Harassment and Discrimination

Respect for the dignity and worth of each individual is a basic tenet of Leg Up Farm and, as such, we are committed to providing a work environment free of discrimination and harassment. In keeping with that commitment, we maintain a strict policy prohibiting discrimination and harassment, including sexual harassment.

Any harassment of a volunteer or discrimination against a volunteer, whether by an employee, a supervisor, or a non-employee, will not be tolerated. Any employee/volunteer who is found, after appropriate investigation, to have engaged in any prohibited harassment or discrimination of another person shall be subject to disciplinary action, up to and including termination.

Harassment: Harassment is defined as any verbal, visual, or physical conduct that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment on the basis of sex, race, color, religion, national origin, ancestry, sexual orientation, age, physical handicap, disability, marital status, veteran status, or any other basis protected by law.

Sexual Harassment: Sexual harassment is defined as any unwelcomed jokes or comments, sexual attention or advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature, when:

- a. submission to such conduct is made an implicit or explicit term or condition of an individual's employment;
- b. submission to or rejection of such conduct is used as a basis for employment decisions affecting such individuals;
- c. such conduct has the purpose or effect of substantially interfering with an individual's work performance; or
- d. such conduct has the purpose or effect of creating an intimidating, hostile or offensive work environment.

It is important to note that the response to sexual innuendoes, comments, and actions varies by

individuals, and if any person finds them offensive, it may constitute sexual harassment. Therefore, such comments do not belong in the workplace.

No volunteer will be discharged, terminated, or retaliated against in any manner because he or she complained about prohibited harassment or discrimination, or cooperated in any way with an investigation of a complaint of prohibited harassment or discrimination. Retaliation in any form against a complainant is prohibited and will, in itself, be cause for disciplinary action. However, if after investigating any complaint of unlawful harassment, Leg Up Farm determines that the complaint is not bona fide or that a volunteer has provided false information regarding the complaint, disciplinary action may be taken against the individual who filed the complaint or who gave false information.

Health, Safety and Emergency

Safety Rules

Leg Up Farm is committed to providing a safe and healthy environment for employees, volunteers, interns, visitors, clients and their families. Our policy is aimed at minimizing the exposure of anyone in our facility to health or safety risks. To accomplish this objective, Leg Up Farm expects all volunteers to help maintain safe and healthful working conditions and to adhere to proper operating practices and procedures designed to prevent injury and illness. These responsibilities include, but are not limited to:

- Exercise maximum care and good judgment at all times.
- Report to Department Manager and fill out an Incident Report for all injuries, regardless of severity.
- Report unsafe conditions, equipment, or practices to your Department Manager or the Volunteer Coordinator.
- Use safety equipment provided by Leg Up Farm at all times.
- Abide by all building evacuation and shelter-in-place plans.
- Observe conscientiously all safety rules and regulations at all times.

Volunteers working in the barn will be required to follow specific barn rules, in addition to the general safety rules of Leg Up Farm. The barn rules will be covered in the barn training and may be obtained from the Equine Director.

No Smoking Policy

Leg Up Farm promotes good health, including disease prevention and treatment. Not only is smoking bad for the health of our employees and the clients we serve, it's also against the law based on Pennsylvania's Clean Indoor Air Act passed in June 2008. Smoking anywhere on the premises – indoors or out, is strictly forbidden. Employees, volunteers or interns observed smoking on site are subject to immediate disciplinary action, up to and including termination.

No Weapons Policy

In order to ensure a safe environment for our clients, employees, volunteers and interns, Leg Up Farm expressly prohibits the wearing, transporting, storage, or presence of firearms or other dangerous weapons in our facility or on our property. Weapons include, but are not limited to, guns, knives or swords with blades over four inches in length, explosives, and any chemical whose purpose is to cause harm to another person.

Any employee or volunteer in possession of a firearm or other weapon may face disciplinary action, up to and including termination. A client or visitor who violates this policy may be removed from the property and reported to police authorities. Possession of a valid concealed weapons permit authorized by the State of Pennsylvania is **not** an exemption under this policy.

Drug and Alcohol Abuse Policy

Leg Up Farm is committed to maintaining a drug and alcohol-free work environment, providing our clients with exceptional quality of care and providing our employees, volunteers and interns with a safe work environment. In keeping with this philosophy and the spirit of the Drug-Free Workplace Act of 1988, all Leg up Farm employees, volunteers and interns must abide by the following conditions:

- Possession and/or sale of all illegal drugs is strictly prohibited on the Leg Up Farm campus. Alcohol may be served at certain official Leg up Farm events, as authorized by the President & CEO and Board of Directors for special events.
- As part of Leg up Farm's employment procedures, an applicant may be required to undergo a post-offer, pre- employment drug and alcohol screening. Any offer of employment that an applicant receives from Leg Up Farm is contingent upon, among other things, satisfactory completion of this screening.
- Leg Up Farm reserves the right to conduct drug and alcohol screenings at any time if management has a good faith reasonable suspicion.
- Results of all drug and alcohol tests will be kept confidential and promptly communicated to the employee.
- Leg Up Farm reserves the right to inspect all parts of its premises for non-prescription drugs, alcohol, or other illegal contraband. All employees and volunteers are required to cooperate in inspections of their persons, work areas, and property. Employees should not expect privacy with regard to any item brought into the workplace or kept in a Leg up Farm vehicle.
- Employees or volunteers must notify their supervisor, before the beginning of the workday, of any medication, including over-the-counter and prescription drugs, they are taking that may cause drowsiness or other side effects that could lead to injury to them, their co-workers, or clients. Employees or volunteers currently taking a medication prescribed by their own physician must carry it in the container labeled by a licensed pharmacist.

Questions about drug and alcohol screenings should be directed to the Volunteer Coordinator and/or Department Manager. Any employee or volunteer who violates this policy shall be subject to disciplinary action, up to and including termination.

Insurance

Accident – Volunteers performing supervised and sponsored volunteer activities, on our premises or at another location are protected under Leg Up Farm's Accident Insurance Program. This coverage is supplemental to the volunteer's primary insurance coverage, unless no other health plan or policy exists for the volunteer. Benefits are payable for injuries that result, directly and independently of all other causes, from a covered accident, while coverage is in effect, up to the maximum benefit selected.

Liability – Leg Up Farm's Liability Insurance extends to volunteers in the event of a third party civil suit. The volunteer is covered to the same limits as Leg Up Farm.

Release and Hold Harmless

All volunteers are required to sign a Release and Hold Harmless agreement, regardless of department in which they serve. This document states that the volunteer understands the risk involved when working with or around horses and holds harmless Leg Up Farm, its employees and owner of the horse from any liability arising from accident, injury, theft, or damages. Failure to sign this document will prevent you from serving at Leg Up Farm.

Emergency Preparedness Plan

Every volunteer is responsible for familiarizing themselves with Leg Up Farm's Emergency Preparedness Plan. This resource is available to you through your Department Manager or the Volunteer Coordinator. If questions arise after reading the Emergency Preparedness Plan, please address them immediately with the Volunteer Coordinator or Department Manager.

Here are two important codes ALL volunteers should know:

Fire Emergency (CODE RED)

1. Remove any individuals from immediate area of fire.
2. Pull the closest alarm to alert fire department which also releases all interior and exterior doors. Make sure all children are accompanied by an adult when exiting the building.
3. Close all interior doors to create a barrier and confine the fire and smoke.
4. Fight the fire with a fire extinguisher when possible, using caution. *Fire extinguishers can be accessed at the following locations: front of admin hallway, back exit of Matthew's Town, middle of Matthew' town, front entrance of Matthew's town, between lobby restrooms, observation area by water fountain, aisle way of barn (4), arena (4).*

Remember that you do not have any protective gear that will filter out harmful chemicals in the smoke. Always make sure that you have a way out of the building. Fire extinguishers should only be used to fight a fire about the size of a student's desk.

To operate fire extinguisher:

Pull the pin. Hold the extinguisher with the nozzle pointing away from you and release the locking mechanism.

Aim low. Point the extinguisher at the base of the fire.

Squeeze the lever slowly and evenly.

Sweep the nozzle from side-to-side.

Never turn your back to the fire, even if you feel it is extinguished. If your fire extinguisher runs out before the fire is extinguished, evacuate the building while maintaining visual contact to ensure that your exit is not cut off.

Do not go back for another fire extinguisher. Fire doubles in size every 60 seconds and will be too great to put out with the resources in the building.

5. All staff, clients, and visitors should evacuate the building. Receptionist should bring the "Grab & Go Kit" and the Visitor Book upon exiting. The "Grab & Go Kit" includes:

- a. map of building
- b. map of fire extinguishers
- c. list of chemicals – MSDS book
- d. emergency preparedness plan
- e. client list
- f. phone list
- g. pen & paper

6. Once evacuated, a staff member should call 911 to give more specific information to fire officials and emergency personnel.

7. All occupants of the building should report to the last row of parking spaces along North Sherman Street. A headcount of all staff, visitors, and clients must be taken. If anyone requires first aid or assistance, staff members trained in first aid and CPR should assist individuals until medical personnel arrive. Upon arrival of the fire department, one person should meet with the Fire Department OIC to inform them of possible missing persons.

8. If time allows before evacuating, the department heads in the building should make a walkthrough of the building to check for any remaining individuals.

9. No staff, clients, or visitors should re-enter the building until fire officials indicate that it is safe.

Intruder/Shooting (CODE BLUE)

Definition: An intruder is anyone who has the potential to harm the facility and its occupants while on the property of the facility (i.e., individual with a weapon, etc.)

1. Staff should notify President/CEO and Facilities Manager if intruder is noticed on the exterior property. If possible, President/CEO and Facilities Manager should determine why the intruder is on the property of the facility. If it appears that the individual is dangerous (i.e. carrying a weapon) or if the individual refuses to leave after being approached, call 911 immediately.

2. If an individual comes to the front entrance and it appears he/she has come with the intent to harm, he/she should not be left into the building.

3. If the individual is already in the building or forces his/her way into the building, immediately activate the panic button.

a. Staff should attempt to keep the individual calm and those directly involved should calmly follow the intruder's instructions. If clients and visitors are also targeted by the intruder, staff members should try to keep these individuals calm. Do not threaten intruder or attempt to disarm him/her.

b. If possible, a staff member should also contact President/CEO to notify him of the situation.

c. Another staff member or President/CEO should call 911 to give more specific information pertaining to the situation. **Inform 911 that there is an intruder so that police and emergency personnel can respond appropriately (i.e. without sirens). Also inform 911 of any known injuries.**

d. Staff members may also be notified that there is an intruder via the intercom system (**dial 80 for all page and use CODE BLUE**). This code word means that there is an intruder in the facility and that no one should leave their current location.

e. All staff members not directly involved, clients, students, visitors, volunteers and interns should remain in a safe location or be escorted by staff to safe locations either inside or outside the building. People should remain in a safe location, OT/PT Room, away from windows/doors until it is determined that it is safe to move throughout the building.

f. Once police arrive, all staff should follow their instructions.

Customer Service

Commitment to Excellence

Our service goal at Leg Up Farm is to exceed expectations always. Excellent service is essential to our future success. Please follow these guidelines when serving at Leg Up Farm:

- Make your best first impression
- Make your best last impression
- Provide Direction
- Act Professional
- Anticipate the needs of those we serve
- Keep other informed
- Promote a safe environment
- Put yourself in their place

Complaints

In the event a client comes to you with a complaint, first apologize for the circumstances without making excuses. Then ask them to wait patiently while you get your Department Manager so they can talk to the client. Once you have delivered the complaint to the Department Manager, you are dismissed from talks about the complaint. You are not to discuss this with any other clients, volunteers or employees. It is only to be discussed with your Department Manager or the Volunteer Coordinator.

Diversity

Leg Up Farm encourages diversity in all aspects of operation. Since diversity refers to the differences between people, it allows Leg Up Farm to combine the individual skills and characteristics of every employee, volunteer, intern, client or family member to create a team that works together to achieve goals for our children.

Discrimination

Leg Up Farm does not discriminate and therefore prohibits any discrimination between employees, volunteers, interns, clients and family members. As a volunteer, it is your responsibility to report any discrimination you witness at Leg Up Farm to your Department Manager and the Volunteer Coordinator. In addition, if you are found engaging in discriminatory acts, you may be dismissed from serving at Leg Up Farm.

Working with People with Disabilities

When working with people with disabilities, in general:

- See the person just as you would anyone else.
- Focus on the person's abilities, rather than their disabilities.
- Allow extra time or space for the person to complete their tasks.

Disciplinary Action

Inappropriate Behavior

Any behavior that portrays Leg Up Farm in an undesirable way will be reported to the Department Manager and Volunteer Coordinator. The behavior will be documented and an incident report will be kept in the volunteer's file. Actions unacceptable to Leg Up Farm include, but are not limited to:

- Use of offensive language
- Insubordination to Department Manager
- Wearing attire that is provocative or offensive

- Reporting for duties while under the influence of alcohol, illegal, prescribed or non-prescribed controlled substances.

Inappropriate behavior will be handled on a case-to-case basis and may be cause for verbal or written warnings, suspension, or termination from the volunteer program.

Benefits for Leg Up Farm Volunteers

Use of Outdoor Facilities

Leg Up Farm offers all volunteers, interns and their families to use certain areas of the facility. These areas include the areas of the Rainbow Gardens. Leg Up Farm does not allow use of the fire pit by volunteers, interns or their families. Violation of this policy will be grounds for dismissal from the volunteer program.

Mentorship

In accordance with our mission, we believe every volunteer deserves the opportunity to reach their full potential. For this reason, we offer mentorship for experienced volunteers to help other volunteers with special needs. This is an opportunity that comes recommended by the Department Manager or Volunteer Coordinator.

Awards

Volunteers are currently eligible for recognition awards based upon several different components. Volunteers will be recognized once they reach landmark hours of time volunteered. They are also eligible for Volunteer of the Year recognition based upon their merit.

Volunteer Separation

Inactive

Any volunteer who has not volunteered for one year is considered inactive and must meet with the Volunteer Coordinator before they may volunteer again. They are also required to obtain new clearances (Pennsylvania State Criminal Background Check and Pennsylvania Child Abuse History Clearance).

Resignation

Volunteers voluntarily resigning their position at Leg Up Farm are requested to provide written notice of their resignation.

Dismissal

When Leg Up Farm initiates dismissal of a volunteer, the volunteer's Department Manager will make a recommendation to the Volunteer Coordinator. If approved, the volunteer will be informed by the Volunteer Coordinator of the dismissal immediately.

Invitation to Return

Separated volunteers are always welcome to volunteer at Leg Up Farm in the future, pending good standing at the time of separation. This will be at the discretion of the Volunteer Coordinator and if necessary, the President and CEO.

Service Agreement

My signature below verifies I have read and understand the Leg Up Farm Informational Handbook for Interns and Volunteers. I agree to comply with the guidelines set forth. I also understand my expectations, rights and responsibilities.

Volunteer Signature

Date

Print Name