

Volunteer Welcome Handbook

The Nantucket AIDS Network



**35 Old South Road
Nantucket, MA 02554
508.228.3955**

www.nantucketaids.org

Dear Volunteer:

This Handbook has been prepared to inform you about the Nantucket AIDS Network's history, philosophy, practices, and policies, as well as the benefits we will provide to you as a valued volunteer. Although no handbook can answer every question, we have attempted to cover the major points of volunteering with NAN. We ask that you read the Handbook carefully, and refer to it whenever questions arise.

NAN utilizes the support of volunteers in all aspects of its programs and services. Volunteers are an integral part of programs such as World AIDS Day, AIDS Walk Nantucket and our annual Gala. Volunteers consistently provide hundreds of hours of volunteer services to NAN's clients and programs.

We hope this Handbook will allow you to feel comfortable with NAN. We depend on you — your success is our success. Please don't hesitate to ask questions. We will gladly answer them. We believe you will enjoy your volunteer work and your fellow volunteers. We also hope you will find the Nantucket AIDS Network a rewarding place to work.

Through our working together we can better get to know each other, express our views and form a successful relationship!

On behalf of our staff, clients, and board, thank you in advance for all the work you are about to give the Nantucket AIDS Network. We look forward to getting to know and work with you.

Welcome Aboard!

Gordon McGregor
Director of Development and Community Outreach

Volunteer Opportunities

Thinking about investing your talents and skills to make a difference in the Nantucket Community?

Volunteers on any project will be richly rewarded by knowing that you are making a difference in the lives of others. Some of our volunteer tasks might feel small and insignificant, but each one is important and makes it possible for us to do our work.

You may choose to volunteer once a year, once a month or once a week. The options and possibilities are endless. Please take a few minutes to review our volunteer opportunities. We are committed to finding the perfect opportunity that best suits your time and talents.

Client Service Opportunities:

- Client transportation program- volunteers are needed to drive clients to medical and other HIV-related appointments and assist with picking up medication
- Client buddy program- volunteers provide companionship and friendship to clients
- Movie night - volunteers take a clients to the movies occasionally
- Artistic Assistance - Help finish designing a panel for the AIDS Memorial Quilt which will be displayed on-island
- Gardening and landscaping – help maintain the client “Memorial Garden”
- Practical Support – Volunteers needed to assist clients with daily tasks, errands, shopping and household chores, etc.

Office Administration Volunteers: Monday – Friday 8 a.m. – 6 p.m.

- Assist with data entry
- Help with mailings
- Provide general office assistance

Gala & Special Events Volunteers:

- Help in planning the Annual Gala
 - Volunteer for specific committees: Decorations, Live auction, Silent auction
 - Assist with registration and check in, helping with invitation mailings
- Special events – help organize and assist with planning and providing much needed help on the day of event

Media Assistance:

- Helping photograph or video events for promotional and in-house training
- Graphic design of published materials

Youth Programs Peers Promoting AIDS Awareness:

- Work with the youth program on special projects
- Chaperone events

Fundraising:

- Work on various fundraising projects
- Help write and work on semi-annual newsletters
- Assist in sponsorship and in-kind donor solicitations

Production Assistant:

- Run errands
- Refill and distribute outreach & awareness materials

Some Benefits of Volunteering at Nantucket AIDS Network:

- You could develop marketable skills for future career opportunities
- You are provided valuable training and other learning opportunities
- Your time volunteering can be applied to community service hours
- You will be invited to the Annual Volunteer Dinner

About the Nantucket AIDS Network

The Nantucket AIDS Network (NAN) was founded in 1989. Since that time NAN has remained committed to providing compassion and care for persons living with HIV/AIDS and their families, as well as providing prevention education and awareness to the Nantucket community.

Mission Statement:

Nantucket AIDS Network is the island's Center of Excellence for HIV/AIDS and Hepatitis Services. NAN provides an accessible, integrated and confidential client-centered system of prevention, education and case management, which reaches out and respects the individuality and diversity of every client, his/her family and the Nantucket Community.

Community Services Offered:

- Free Testing and Counseling
- Individual and confidential counseling focusing on risk factors, “window period” of exposure, and strategies for ongoing health
- Walk-in hours Monday through Friday, 9-4 pm, or by scheduled appointment
- Oral or blood testing for HIV
- Blood tests for Hepatitis A, B and C
- Results usually received within 5-6 business days

Client Services:

- Providing client focused services and referrals supporting individuals and their families living with HIV/AIDS
- Individual and group support for clients living with HIV/AIDS and their families
- Nurse Case Manager available Monday – Friday from 7:30 a.m. to 3:30 p.m.
- Client centered referral and coordination of medical, legal, hospice care, mental health, dental, social services and alternative therapies
- Transportation assistance for off-island medical and dental appointments
- Limited subsidized housing for eligible clients at one of our housing units
- Volunteer support for companionship and assistance with daily tasks such as running errands, paying bills, shopping, budgeting, housecleaning and light meal preparation
- Emergency financial assistance with medications and cost-of-living expenses
- Consumer driven AIDS advocacy at the local and state level
- Walk-in support center open for clients Monday – Friday from 7:30 a.m. to 5 p.m.

Education & Outreach Services:

- Provide Free Condoms
- HIV/Hepatitis Resource Library
- Brochures in English and Spanish
- Peers Promoting AIDS Awareness (PPAA) Program. A peer leadership program of High School students focused on educating and training their peers on HIV/AIDS related information, prevention, and healthy decision making.
- Outreach education workshops and training for schools and other community organizations
- Up-to-date information through the circulation of our newsletters
- Community Programs: Nantucket AIDS Walk, World AIDS Day, Women's Health Day, National HIV Testing & Counseling Awareness Day, and more!

The Staff and Board of the Nantucket AIDS Network

Sarah A. Wright, RN, MSN – Executive Director

Sarah is responsible for leading NAN and the day-to-day management of client services, administrative and financial aspects of the organization, including overall responsibility for all fundraising and organizational planning. Specific duties may vary as determined by client-related or program needs and through direction from the Executive Committee. Sarah also works with the Board of Advisors to plan and implement NAN's goals and objectives and collaborates with other island agencies.

Chris Santos, LPN – Nurse Case Manager

Chris is responsible for HIV/Hepatitis testing and counseling, client case management, home health care and housing management. Chris is the primary point of contact for all of NAN's clients, working with each person and their family to develop short and long term goals and to connect them with needed community resources. She develops and maintains a compassionate relationship with each client.

Gordon McGregor - Director of Development and Community Outreach

Gordon is responsible for the annual, individual and corporate fundraising and donor relations for NAN. Additionally he is recruiting, training and supervising the volunteer staff in a variety of roles. Gordon directs and supervises the outreach programs of awareness in and for the community. He also is the advisor for the Peers Promoting AIDS Awareness (PPAA), a student group at the Nantucket High School.

Board Members

Rhoda H. Weinman, Atty – President
Meg Blair
Maryann G. Hedaa
Linda Herrick
Thea Kaizer
Bruce Andrew Korson
Gene Mahon

Neil Marttila
Joanne McGarry
Pauline Proch
Judy Greenberg Seinfeld
John Topham, Jr.
Rosemary Topham

Volunteering Policies & Procedures

When you are a new volunteer at the Nantucket AIDS Network (NAN), you may feel a little strange in your new surroundings. This is a normal feeling and is expected. Your fellow volunteers, especially your volunteer coordinator, want to help you get off to a good start. Feel free to ask them for help.

Attendance

Sign-in time sheets are necessary for our program, in order for us to keep an accurate record of your contribution to the agencies with which you serve. We ask that you sign in and out each time. We ask that you respect our time, as we will respect yours by being punctual. If you are running late or need to cancel please just give our office a call.

Confidentiality

Please read and sign the Confidentiality Policy that is located at the end of this manual.

Drugs & Alcohol

Nantucket AIDS Network is a substance-free environment; please respect this policy at all times.

Equal Volunteering Opportunity

NAN provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

Expense Reimbursement

You must have your volunteer coordinator's written authorization prior to incurring an expense on behalf of NAN. To be reimbursed for all authorized expenses, you must submit an expense report accompanied by original receipts.

Feedback

Your opinion matters and we are always open and willing to discuss any concerns you may have. If at any time you would like to share your thoughts regarding your experience, do not hesitate to schedule an appointment with the Volunteer Coordinator.

Gifts, Tips, Soliciting

Do not accept any tips or gifts from clients, their families or friends. We do not want to create an atmosphere where our clients feel obligated to reward NAN staff and volunteers for doing a job.

Also, you may not promote or solicit your own business enterprise, political agenda or religious beliefs while volunteering with us. Solicitation for a private charity is also prohibited.

Insurance

Volunteers are covered under the Nantucket AIDS Network's insurance policy.

Parking

There is plenty of parking located at the NAN office in both the front and side lots. NAN does not assume any liability for loss or damages your car may sustain while parked in either lot.

Smoking

NAN is a non-smoking facility. If you smoke, there are outside places appropriate for you to enjoy a short break.

NANTUCKET AIDS NETWORK
Volunteer Application

Name: _____

Address: _____

Phone – Day: _____ Evening: _____

Cell Phone: _____ E-Mail: _____

Referred by: _____

Currently Employed? Yes No

Current Occupation: _____

Special Skills and Interests: _____

Availability: Mornings Afternoons Evenings Weekends

Times that work best for you: _____

Past Volunteer Experience: _____

Local Reference: _____

Business Reference: _____

Areas I am most interested in volunteering:

Office Assistance

Computer Projects

Buddy Program (working with the clients)

Chaperoning Youth Events

Carpentry and Landscaping

Education/Outreach

Annual Gala Committee

Media & Fundraising

Volunteer Signature _____ Date _____

**NANTUCKET AIDS NETWORK
Confidentiality Agreement**

I understand it is my responsibility to keep confidential all information that I may gain or become privy to as a Nantucket AIDS Network (NAN) employee, volunteer or board member. This includes, but is not limited to, any information regarding clients, diagnoses, medical care, administrative operations, and any other information accessed through organizational records, meetings or computer information system.

By reviewing and signing the attached policy, I agree to abide by the following:

1. I will respect all individuals' rights to privacy and their confidentiality. I will not discuss, or in any other way, disclose any information concerning any individual I come into contact with at NAN, client or otherwise.
2. I will respect the confidentiality of information regarding administrative operations. I will not discuss or in any other way disclose information concerning NAN operations or administration outside the organization.
3. I agree to review and become familiar with any other organizational, state or government policies/procedures, documents and other materials that discuss and govern confidentiality and release of information.

Any violation of the above Agreement will result in disciplinary action up to and including termination.

I, _____, have read this Agreement, understand its contents, and agree to comply with all of its terms. This signed Agreement will become part of my personal file.

Signature of Employee/Volunteer/Board Member

Date

Receipt & Acknowledgement Of The Volunteer Welcome Manual

This Volunteer Manual is an important document intended to help you become acquainted with The Nantucket AIDS Network (NAN).

Please read and sign below if you understand and agree to the following statements:

- I have received and read a copy of the Nantucket AIDS Network Volunteer Welcome Manual. I understand that the policies, rules and benefits described in it are subject to change at the discretion of NAN.
- I further understand that my volunteering can be terminated by either party at any time.

Volunteer Signature

Date

Volunteer Coordinator Signature

Date