

Volunteer Manual

NANTUCKET AIDS NETWORK



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Volunteer Manual Table of Contents:

<i>Welcome Letter</i>	2
<i>NAN Background Information</i>	3
<i>NAN Program Staff</i>	4
<i>Description of NAN Services</i>	5
<i>Volunteer Opportunities</i>	6
<i>Volunteer Policies and Procedures</i>	7
<i>Volunteer Application</i>	8

NANTUCKET AIDS NETWORK

WELCOME TO OUR TEAM!!

Dear Volunteer:

Thank you for your interest in supporting the Nantucket AIDS Network (NAN). We value your time and energy, as you are a vital member of our team. This manual should help you to become familiar with NAN. Please know that we are always open to your suggestions, concerns and/or comments.

Here at NAN, we are committed to working with each person on an individual basis. We want to build a mutually beneficial relationship in which you, our valued volunteer, use your strengths, passions and dedication to not only benefit NAN, but to positively enhance your own life.

Volunteering at NAN shows that you acknowledge the value of our mission. Thank you for your support and we look forward to working with you as we enter our third decade of renewed support and service!

Francesca S. Ifantiedes
Executive Director

NANTUCKET AIDS NETWORK

Our Mission Statement:

Nantucket AIDS Network is the island's Center of Excellence for HIV/AIDS and hepatitis programs. NAN provides an accessible, confidential, client-centered system of prevention and case management; peer-based youth education and training; and community outreach and partnerships. Our integrated, comprehensive approach respects the individuality and diversity of the Nantucket community.

Our History:

The Nantucket AIDS Network (NAN) was founded in 1989 by a small group of concerned Nantucket residents. In 2002, NAN expanded its Mission to include the leading public health concern, adding testing and case management services related to Hepatitis C. In 2004, the organization expanded its youth education programs. For the past 20 years, NAN has remained committed to providing compassionate care for persons living with HIV/AIDS and hepatitis, as well as for their families.

Our Core Values:

- ✓ We are passionate about NAN's Mission, serving others, and making a significant contribution to our community.
- ✓ We are dedicated to raising funds, recruiting volunteers, and providing quality services to achieve our Mission.
- ✓ We embrace the duties of loyalty and care required to earn and hold the public's trust.
- ✓ We are fact based and objective as well as open and transparent in our decision making process.
- ✓ We believe that teamwork over individual effort is more rewarding and produces better results.
- ✓ We act responsibly and strive for continuous improvement in everything we do.

Board of Directors

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NAN Program Staff

Francesca Ifantiedes

Executive Director

[francesca \(at\) nantucketaids.org](mailto:francesca@nantucketaids.org)

Francesca Ifantiedes joined the staff at NAN in 2006 as the Director of Client Services and Programs. She is a graduate of Penn State University and Vermont Law School, as well as a member of the Massachusetts Bar Association. Prior to earning her law degree, Francesca served as an Americorps volunteer in the public health field in Philadelphia. She worked on a variety of programs, including lead poisoning prevention, welfare reform education and assistance, and HIV prevention and education. Thereafter she worked as an HIV Prevention Counselor with the Health Federation of Philadelphia. During that time she provided community members with anonymous HIV testing, counseling and education. Francesca has served as the Executive Director of NAN since 2008. In her role at NAN, Francesca enjoys utilizing her counseling and advocacy skills, while making a positive contribution and connection to the Nantucket community.

Celeste M. Sylvia

Bilingual Prevention Counselor

[celeste \(at\) nantucketaids.org](mailto:celeste@nantucketaids.org)

Celeste Sylvia is a Nantucket native who always has loved helping others. After graduating from Nantucket High School in 2006, Celeste attended Eastern Nazarene College where she majored in Youth Ministry. Her love of Spanish and youth lead her to apply for a missionary trip to Tegucigalpa, Honduras, where she spent a week working at an HIV orphanage. In June of 2008, Celeste began working with NAN as an outreach worker and Spanish translator and has played a large role in NAN's "What's Your Status?" Campaign. She plans to take classes through the University of Phoenix to receive a degree in Human Service and is dedicated to help others dispel the myths and learn the truths about HIV and AIDS.

Katie Lefere, RN

Weekly Clinic Nurse

NANTUCKET AIDS NETWORK

Description of Nantucket AIDS Network services:

Services and referrals for individuals with HIV/AIDS and Hepatitis C and their families

- Case management, including: insurance enrollment and maintenance, medication delivery and adherence support, coordination of medical and other health appointments.
- Emotional support for clients and their loved ones
- Home-based life skill advocacy and nursing services (as needed)
- Client centered referrals and coordination of medical, legal, hospice care, mental health, dental, alternative therapies, substance abuse counseling, nutritional counseling, domestic violence support, and other social services.
Transportation assistance for on and off-island medical and dental appointments
- Limited subsidized housing for eligible clients
- Assistance with daily tasks such as running errands, paying bills, shopping, budgeting, housecleaning and meal preparation
- Financial assistance with medications and living expenses
- AIDS advocacy at the local and state level

Free and anonymous or confidential testing and counseling services, in English and Spanish, for all Nantucket residents and visitors (at two testing sites)

- Oral and Rapid testing for HIV
- Hepatitis A, B and C antibody blood testing (for individuals at specific risk)
- Syphilis antibody blood testing (for individuals at specific risk)
- Referrals for follow-up care and testing
- Risk assessments and risk reduction strategies
- Vaccinations for Hepatitis A & B
- Testing for other sexually transmitted infections

Comprehensive individual and community education on HIV/AIDS and hepatitis

- Free male and female condoms
- HIV and hepatitis brochures in English and Spanish
- Information on hepatitis and available vaccinations
- Information on other support services

Youth Programs sponsored by NAN

- Peers Promoting Action & Awareness (PPAA) Program: a peer leadership program of high school students committed to educating and training their peers about HIV/AIDS, sexually transmitted infections (STI's), prevention and healthy decision making.
- Educational workshops and trainings for school and community organizations

Community programs and Events

- World AIDS Day
- National HIV Testing & Counseling Awareness Day
- Nantucket Cottage Hospital Health Fair
- Educational Forums

Fundraising Events

- Swing Into Spring - March
- Gala and Auction – TBA
- Annual Campaign - Fall
- Others – TBA

NANTUCKET AIDS NETWORK

Volunteer Opportunities

Office Administration:

Monday - Friday 9:00 AM to 4:00 PM:

- Help with large mailings – stamp, seal and deliver letters/invitations
- Collect canister donations
- Provide general office assistance
- Support various fundraising projects

Event Coordination:

- Assist with event 'day of' duties such as set up, registration, and clean-up
- Support marketing and advertising plans
- Solicit auction items and sponsorships

Client Services:

- Provide client transportation to and from appointments
- Assist with daily tasks and errands
- Support our referral program

Media Assistance:

- Photograph or video events for promotion
- Graphic design of published materials and website
- Help with newsletters

Outreach and Education:

- Assist with youth programs such as Peers Promoting Action & Awareness (PPAA) & Gay/Straight Alliance (GSA)
- Chaperone events (annual dances, movie nights and fundraisers)
- Refill and distribute outreach and awareness materials

NANTUCKET AIDS NETWORK

Volunteering Policies & Procedures

Attendance

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 (page 11) attached to this manual.

Drugs & Alcohol

NAN is a substance-free environment; please respect this policy at all times. We ask that you please refrain from consuming alcohol or using other substances at NAN Events, including fundraisers and outreach programs. You may be asked to leave the event should this policy be broken.

Equal Volunteering Opportunity

NAN provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religion, 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 one's ability to perform the job, as well as one's dedication to NAN's mission and needs.

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

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

Please 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.

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

Full Name:	_____
Mailing Address:	_____
Telephone:	_____
Email:	_____
Occupation:	_____
E-Mail:	_____
Preferred method of contact:	_____

General Availability (Please Circle Preference):

Year Round

Summer Only

Special Events Only

Concentration (please check box of interest):

Hours, Days, Locations Vary

<input type="checkbox"/>	Client Services	assist with daily tasks as needed
<input type="checkbox"/>	Office Assistance	mailings, project work, administrative assistance
<input type="checkbox"/>	Youth Programs	chaperone, project work, event coordination
<input type="checkbox"/>	Special Events	Day-of work, fundraising, managing events, check-in/out
<input type="checkbox"/>	Outreach Projects	flyering, translating documents to Spanish, advocacy

Special training, skills or interests:

Please feel free to provide us with any comments, questions, or concerns that you may have:
