

***Outreach***

**Community Ministries**

Restoring Hope,  
Providing Opportunities

# **Volunteer Handbook**

*A Guide to the Policies & Procedures  
for all Volunteer Programs*

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## Welcome

On behalf of the entire agency, welcome to Outreach Community Ministries (OCM). Thank you for choosing Outreach as the agency to which you have made a commitment to volunteer.

Building relationships is the foundation of our work at OCM and through our service sites and resale centers: Wheaton Youth Outreach, Warrenville Youth & Family Services, Outreach Community Center in Carol Stream, Puente Del Pueblo, York Community Resource Center, Employment Opportunity Center, Outreach Community Counseling Center, Jubilee Furniture, Discoveries Resale Store & Furniture Annex and Jubilee Cars.

When you become a volunteer at OCM, you make a commitment to allow God's love for another to be demonstrated through you. You give arms and legs to the love that Jesus expressed for all of us. This is the high quality of relationship offered by people seeking to "love their neighbor as they love themselves."

As you embark on this experience, observe the spirit of your service. Be aware of how you view "giving." As Reverend John M. Perkins wrote in *Beyond Charity*, "Giving should affirm, and not dehumanize. We give because God gave to us. We should be humbled by our opportunities to give. A gift is something that you value yourself, something that you would want to receive yourself." At Outreach, we are careful not to imply that "receiving" is the same as neediness or that we see our neighbors as anything less than we are.

Staff, including our director of volunteer services and program/event staff, are here to help you grow in spirit as a volunteer with Outreach. If you are ever in need of support along your volunteer journey, please reach out and know we are here for you.

With heartfelt thanks for your kingdom service,

Chris Ellerman  
Chief Executive Officer  
Outreach Community Ministries, Inc.

## Introduction

Thank you for being a part of the volunteer community with Outreach Community Ministries. Volunteers play an important role in our ministry and the delivery of services to the members of our communities. Simply put, many of the programs couldn't exist without volunteers. Every volunteer who contributes time, talent and energy to any one of our programs is doing something worthwhile and contributing to the fulfillment of our mission.

Since Chief Executive Officer Chris Ellerman signed on as the agency's only employee in 1977, our staff continues to grow with part-time and full-time opportunities, our internship program serves students in a variety of fields and our active volunteer base continues to grow in depth and breadth.

Our philosophy of ministry includes a commitment to neighborhood- and community-based services, and we intend to develop and provide services throughout DuPage County as long as there are unmet needs requiring creative responses. We have built a network of programs and services designed to help people make healthy adjustments to their families and communities. With faithful financial and volunteer support of churches, foundations and corporations, Outreach has developed creative, effective programs for a range of community needs.

## *Our History*

### **1971**

A group of pastors first met to discuss how to help troubled youth and families in the area. By 1973, Wheaton Youth Outreach (WYO) was launched, providing much-needed counseling and social services. Today, services available through WYO include individual and family counseling and casework services, emergency assistance funds, crisis intervention for teens and transitional housing for young adult women and single mothers.

### **1977**

Chris Ellerman signed on as the agency's only employee. Today, Chris serves as CEO.

*"Wherever there is hopelessness, this is our calling—to proclaim the hope, God's grace and His plan to prosper—and to create pathways to this hope-filled future." – Chris Ellerman*

### **1984**

Partnering with local churches in Warrenville, Outreach started Warrenville Youth & Family Services (WYFS). Operating out of donated space at St. Irene Church, WYFS helped residents access needed resources and develop healthy families.

Today, a staff, volunteers and interns provide case management services; individual, marital and family therapy; after-school, summer school and mentoring programs for at-risk youth and Hispanic outreach.

### **1986**

A group of concerned civic, church and business leaders launched the Outreach Community Center in Carol Stream in response to significant needs in that community. Today, a staff interns and volunteers

provide the following services: individual, couple, family and group therapy; casework; strategic after-school programs; youth leadership that includes the Student Achievement Leadership Team and College Opportunity Program; and older adults program.

## **2008**

In partnership with Wheaton Bible Church and Iglesia del Pueblo, Outreach launched Puente Del Pueblo (Bridge of the People), a neighborhood resource center, to meet the needs of residents of Timber Lake Apartments in West Chicago. In 2012, city officials asked Puente to take over its youth service system and expand its after-school and summer-school youth programs to more complexes in West Chicago.

Today, Puente is offering programming at Main Park Apartments and continuing to expand at Timber Lake Apartments, adding the highly successful College & Career Opportunity Program.

## **2014**

Outreach became the new managers of the York Community Resource Center.

On April 10, 2014, Outreach held a grand opening at the new Jubilee Furniture location (730 E. North Ave., Carol Stream). Formerly located in the Wheaton Christian Center, the new space expanded square footage for both the showroom and warehouse and provided training space for the Employment Opportunity Center.

In May 2014, Outreach launched the Employment Opportunity Center, providing education, training and job opportunities, ensuring every young adult has the opportunity for a meaningful career.

## ***Our Mission***

To restore hope and provide opportunities for people to become all that God intends them to be; partner with the local church to put Christian faith into action through service to the community.

Our mission focus is serving the most vulnerable children, teens and families in DuPage County. We serve people of all races, ethnicities, creeds, gender and orientation regardless of their ability to pay.

## ***Our Vision***

Outreach and its partner churches are dedicated to putting this mission into action by providing a full range of charitable, human service, educational, religious and community development activities. These activities help people realize their God-given potential as uniquely gifted individuals in their family, community and relationship with God through faith in Jesus Christ.

## ***Core Values***

- We value Christian faith and belief
- We value strong, stable family life
- We value caring, integrated communities
- We value people: our staff and clients make it happen

- We value quality in services
- We value commitment

## ***Statement of Christian Mission and Faith***

Outreach Community Ministries is a Christian organization. As an organization and as the individuals who are associated with it, we affirm and place our trust in the central Christian belief that Jesus Christ is our Savior and Lord.

We affirm the historic doctrines of the Christian faith as expressed in the Apostle's Creed\*:

We believe in God the Father almighty, Maker of heaven and earth, and in Jesus Christ, his only Son, our Lord, who was conceived by the Holy Spirit, born of the Virgin Mary.

Suffered under Pontius Pilate, was crucified, dead, and buried; He descended to the place of the dead. The third day he rose again from the dead.

He ascended into heaven and sits at the right hand of God the Father almighty. From there he shall come to judge the living and the dead.

We believe in the Holy Spirit, the holy universal church, the common bond of all believers, the forgiveness of sins, the resurrection of the body, and the life everlasting.

\*A modern translation from the original/Greek text.

Furthermore, we recognize that we are called by God to be His representatives and His presence in the world. In our organizational practices and community services we incorporate Christian principles and biblical standards. In both our professional and personal lives, we seek to honor God by living according to biblical standards for Christian character and moral conduct.

## ***Corporate Goals***

### **To Honor God in All That We Do**

To bring honor and glory to God is the ultimate purpose of Christian people. We strive to accomplish this at Outreach Community Ministries through practical application of Christian principles in all facets of our ministry. It is our hope that those who respect who we are and what we do would give honor and glory to God.

### **To Demonstrate Compassion for the Whole Person — Mind, Body and Spirit**

We believe that in all areas of life—physical, spiritual and psychological—people may have needs and problems beyond their ability to handle. By the example of Jesus, we are called to minister to the whole person through our specialized services.

### **To Pursue Excellence in Human Services**

Excellence in human service at OCM incorporates the integration of our Christian faith with service. This integration forms the basis of our commitment to serve the whole person in our community.

We are committed to applying the integration of psychological truth with theological truth in our service. Our Christian faith calls us to a life of service and the demonstration of the love of God through a relationship with others. In hiring staff, OCM consistently looks for those who are professionally trained in the human services and demonstrate a spiritual maturity. In order to be effective, we are committed to providing support for the professional and spiritual growth of the staff at OCM.

Understanding that we are called to serve the whole person, we are committed to the development of services that are comprehensive in nature and directly related to community need. These services are provided without regard to race, color, sex or creed, and we seek to ensure that no one is turned away because of financial or other restrictions.

### **To Maintain and Develop Our Partnership with the Local Church**

OCM was started by local churches and continues to be directed by board members from churches who share a desire to provide specialized ministries to teens and families. As needs emerge in the church or the community, we will work together with our local churches to develop a cooperative response, and thereby encourage the financial, volunteer and prayer support of the laity in the local churches.

### **The Development of a Solid Financial Foundation**

In an effort to maintain effective stewardship over the resources provided to Outreach Community Ministries, the organization has developed and will maintain a financial plan that protects its integrity as distinctively Christian, and insures the long-term existence and on-going development of the organization. OCM fully accounts to the public for all funds raised and spent.

## ***Strategic Imperatives***

*(Prerequisites Necessary to Achieve Our Goals)*

- Maintain identity as a Christian organization in all that we do
- Develop services that demonstrate compassion for the whole person
- Develop services that are community-based; encourage local leadership
- Develop and maintain superior quality of staff
- Build staff as a team with common vision and goals
- Achieve excellence through continuous commitment to improvement
- Superior strategic information systems
- Invest in financial development
- Expand our partnership with the local church

## ***Our Philosophy of Evangelism***

In light of our mission as a Christian organization called to reach out to the unchurched through Christian service, we have adopted the following philosophy of evangelism:

We believe it is the Holy Spirit that convinces individuals of their need for God. Our role is to be a good witness on behalf of the Lord and as opportunity arises to state clearly to others how they can respond to God's Grace.

Our acts of kindness and love are acts of obedience to God and are valid as Christian service, whether or not they lead to an opportunity for evangelism and, as such, are a witness for Christ.

A forthright presentation of the gospel to our clients should flow out of the context of a trusting relationship based on mutual respect, should be presented if the client is receptive to the presentation, and should be presented in such a way as not to jeopardize the relationship.

In all of our relationships, we will demonstrate a respect for the religious heritage of our clients, the church of their choice and the religious teachings and beliefs that they are passing on to their children. We will refrain from discussing religious issues with the children of our clients if they so request.

We will encourage our clients to seek Christian fellowship, discipleship and worship in the local church and will work with them in re-establishing contact with the church of their heritage or their choice.

Convinced that a vibrant faith in Christ can be nurtured in the context of all Christian denominations, we will demonstrate a respect for all of the Christian churches in the community and steer clear of a focus on their differences, focusing instead on what they have in common, which is a faith in God through Jesus Christ.

If a program we sponsor or with which we are affiliated has, as a part of its content, religious education or proclamation, we will be forthright in saying so, thus ensuring our clients the opportunity to make further inquiries or decline participation because of the religious content.

The primary purpose of Outreach Community Ministries is to supplement the ministry of the local church by meeting the human service needs of the church family as well as the community-at-large. Consequently, we believe that traditional religious programming for Christian fellowship, worship, education and proclamation has been and should remain the responsibility of the local church and should not be duplicated or supplanted by our work.

Given the diversity of the gifts of the people who make up the church, we recognize the validity of certain styles of evangelism that tend to produce a negative response on the part of some (such as door-to-door evangelism, street preaching, some forms of literature distribution). This type of evangelism is not central to our mission, however, so we will refrain from active participation or affiliation with these types of programs if we believe they will produce negative reactions, either on the part of those they are intended to reach, or on the part of the larger community.



# **Volunteering with Outreach Community Ministries**

## ***Definition of a Volunteer***

At Outreach Community Ministries, Inc. volunteers work at every level of the organization, acting as direct service staff, support staff, and on the boards as part of executive management. Through their willingness to work as volunteers, they offer a special quality of support and contribution—an inspirational model of dedication to the mission of the agency.

## ***Philosophy of Volunteer Involvement***

The achievement of the goals of Outreach Community Ministries, Inc. is best served by the active participation of volunteers recruited by the agency from partnership churches, area churches, and the broader community. To this end, the agency accepts and encourages the involvement of volunteers at all levels of the agency and within all appropriate programs and activities.

The agency accepts the service of all volunteers with the understanding that such service is at the sole discretion of the agency. Volunteers agree that the agency may at any time, for whatever reason, decide to terminate the relationship. Outreach's responsibility is first, to the clients it serves, and second, to uphold the reputation of the agency.

## ***Volunteer Management***

Volunteers are considered members of a team, led by a staff person, implementing the mission and programs of the agency. The volunteer's supervisor is responsible for managing the volunteer's work at OCM in such a way as to assure optimal service to our clients as well as the growth and development of the volunteer. Position descriptions, performance reviews and ongoing training are some of the management tools used to uphold a high standard of service.

## **General Volunteer Policies**

The input of staff, management and current volunteers is desirable in the development of policies for volunteers. Approval by the Board of Directors will be required to put the policies into effect.

Any questions volunteers may have regarding policies or their interpretation should be directed to the program coordinator or director of volunteer services. All policies and practices pertaining to volunteers will be fully documented and clearly communicated to volunteers and paid staff.

### ***Application & Screening***

All individuals who wish to volunteer with Outreach Community Ministries will complete a short- or long-term Volunteer Application. Those performing a short-term, supervised volunteer service for a special event or activity will complete the Work Groups Application. This may include corporate volunteers or individuals that will be completing a team service project or special event, and church and youth groups performing a team project.

Individuals interested in participating in agency programs, which require a long-term volunteer commitment, will complete the agency's Application and Screening process prior to being accepted.

The Application and Screening process includes:

- Completion of the online volunteer application
- Reference check: 3 contacts (church, employer, and friend)
- Background check: fingerprinting, sex offender registry check, child and abuse check and driving record check (if applicable)
- Medical form: only for Department of Child and Family Services programs, may include TB and a medical physical
- Preliminary meeting with the director of volunteer services
- Interview with the program coordinator

Assuming positive results from reference checks and background checks, the program coordinator will make the final determination as to whether or not the applicant will be accepted to the program. Once accepted, orientation and training are provided by the program coordinator.

### ***Position Descriptions***

A description of duties to be performed will be documented for every volunteer position. Volunteer position descriptions are comprehensive, honest and current. Position description in advance of assignments are given. Every volunteer should be familiar with his/her position description and feel comfortable in performing the described duties. Position descriptions will state both volunteer responsibilities and the limits beyond which volunteers must not go without authorization from the program coordinator or director of volunteer services.

Volunteer position descriptions will be reviewed at least annually by the program coordinator and director of volunteer services and updated as necessary.

### ***Placement***

In determining suitable placements for volunteers, equal attention will be given to the interests and goals of the volunteer and to the requirements of the agency and of the position in question. No volunteer will be placed in a position for which he/she is not fully qualified or for which the agency could not provide adequate training.

Volunteers will be kept informed of the expectations and responsibilities of their volunteer position and made aware of any physical risk that may be known to be part of the position.

### ***Orientation***

It is mutually beneficial that volunteers be fully prepared to perform their volunteer duties as assigned. Outreach has the responsibility to provide the necessary training for satisfactory volunteer performance.

All volunteers will receive an orientation to the organization and its mission, all pertinent safety procedures and policies, and to the work to which the volunteer has been assigned. Training is provided by the program coordinator. Ongoing training is offered on a program basis.

### ***Attendance Records***

All volunteers are required to document their hours of service in accordance with the manner prescribed by the supervising program coordinator. If a volunteer is not able to participate in their assigned role on the designated day, volunteers should contact the program coordinator.

### ***Personal Conduct***

All volunteers of OCM will conduct themselves, professionally and personally, in such a manner as to bring honor to God, to uphold the OCM Statement of Faith and Mission and to reflect favorably on the organization. Volunteers of OCM are expected to embrace traditional Christian values regarding attitudes and behavior. These values include honesty, respect for all persons, patience, justice, mercy, humility and compassion. In keeping with Biblical guidelines, volunteers are expected to refrain from drunkenness, illegal or unethical behavior, dishonesty and sexual immorality.

### ***Service Ethics***

Every volunteer of Outreach Community Ministries is expected to subscribe to a high standard of service ethics that include:

#### **Respect for Each Person**

Volunteers are asked to recognize the dignity and worth of each person with whom they come into contact in the course of their work. This includes those served by the organization, employees, fellow volunteers and community members. All interactions should be conducted in a fair and just manner that recognizes the view point of the other person and encourages their strengths.

## **Respect for Diverse Cultures**

Volunteers are expected to demonstrate, in attitude and behavior, a respect for the strengths that exist in all cultures and to be open to learning through the eyes of those who have economic, racial, cultural, gender and faith journeys different from their own. Volunteers are expected to actively seek education about, and work to understand the diverse cultural backgrounds represented in our communities and among those we serve. Volunteers providing direct service should be aware of how their own cultural values and life experiences influence their work.

## **Respect for Confidentiality**

Volunteers are expected to protect the confidentiality and privacy of those served by OCM. Personal information about clients, other volunteers, staff members or any other person should not be shared without that person's consent. Additionally, any proprietary or privileged information regarding agency business should be kept strictly confidential.

Volunteers will be trained in that which constitutes confidential information in the program for which they are volunteering. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the agency or other corrective action, as determined by the site director, in consultation with the director of volunteer services.

## ***Alcohol/Drugs***

It is the position of Outreach Community Ministries that the use of alcohol and illegal drugs in the work place is a danger to staff, volunteers and clients. It is the policy of OCM to assure its staff, volunteers and clients the opportunity to work or receive services in a drug alcohol- and smoke-free environment.

While on property that is owned or managed by Outreach Community Ministries, Inc. and/or while performing service for Outreach or any of its subsidiary divisions, volunteers are expressly prohibited from:

- Being under the influence of, using, possessing, selling or otherwise being involved with illegal drugs;
- Abusing alcohol;
- Abusive use of controlled substances.

Volunteers are further prohibited from use, involvement or abuse at any time of illegal drugs and/or alcohol to the extent that it violates laws or negatively affects Outreach activities or undermines public or client confidence in the agency.

## ***Harassment/Sexual Harassment***

Outreach Community Ministries promotes a policy of zero tolerance of harassment of any kind. Harassment is prohibited regardless of whether it is based on race, gender, age, disability, ethnicity, color, national origin, marital status, sexual orientation or any other category protected by law. This policy prohibits OCM employees and volunteers from harassing supervisees, colleagues, persons

served by the organization, community representatives or other persons or groups with whom they have contact as representatives of the organization. OCM will take strong disciplinary steps, up to and including discharge, against any person who engages in conduct which violates this policy.

### **Definitions of Harassment and Sexual Harassment**

Harassment consists of unwelcome statements or actions based on any category mentioned above that are sufficiently severe or pervasive so as to unreasonably interfere with an individual's work performance or create an intimidating, hostile or offensive working environment.

In particular, sexual harassment includes unwelcome sexual advances or requests for sexual favors or acts, unwanted touching or intimacy, insulting or degrading sexual remarks or conduct, epithets, slurs, or negative stereotyping based on gender and the posting or display of sexually offensive or degrading materials in the workplace. It exists where a co-worker or superior exercises or threatens to exercise his or her authority to affect the job, duties, earnings, or career of another person working at the organization (including prospective employees) in order to obtain a sexual favor. It also exists when unwelcome conduct of a sexual nature is sufficiently severe or pervasive so as to unreasonably interfere with an individual's work performance or creates an intimidating, hostile or offensive working environment.

Everyone at OCM and its service sites is responsible for assuring that the workplace is free from all forms of prohibited harassment. Any person who has a complaint of prohibited harassment by anyone including superiors, co-workers and fellow volunteers is strongly urged to bring the problem to the attention of their program coordinator or the director of volunteer services.

### ***Anti-Violence Policy***

Outreach Community Ministries is committed to providing a safe environment for its employees, volunteers, and those it serves. Violent acts or threats of violence will not be tolerated. OCM enforces a zero tolerance policy against actual or threatened violence against agency employees, volunteers, clients, visitors or any other persons. It is essential that every volunteer understand the importance of workplace safety and security. Every volunteer must take responsibility to help assure a safe environment.

Every verbal or physical threat of violence from any party is to be taken seriously. All volunteers are required to report any and all such incidents to their program coordinator.

If a volunteer becomes aware of imminent or actual violence, emergency assistance must be sought through contacting the Program Coordinator, Site Director and/or calling 911 as appropriate.

Examples of violent threats may include, but are not limited to:

- Inappropriate physical contact with another
- Attempting inappropriate contact
- Throwing objects

- Making a verbal threat to harm another individual or destroy property
- Engaging in threatening gestures
- Any form of harassment
- Expressing significant grudges or bad feelings toward co-workers or fellow volunteers
- Behavior indicating that the individual might pose a danger to either self or others
- Possession of any type of weapon

## **Child Abuse/Neglect Protocol for Volunteers**

Many of the programs offered by Outreach Community Ministries serve children who may be considered vulnerable or living in a high-risk environment. A client may be considered high risk if there are multiple issues or concerns that are prevalent in his or her life, such as poverty, the stress of single parenting, the prevalence of substance abuse and the high incidence of domestic violence reports. Because of these concerns, potential risk of child abuse and neglect is something of which staff and volunteers should be aware and prepared to handle appropriately.

There are two important reasons for having a policy and protocol around the issue of child abuse:

**The first and primary reason is that Outreach obeys the directive by God to all Christians to be protectors of the children.** On several occasions in the New Testament, Jesus cautioned people about their treatment of the children, or allowing children to come to Him without hindrances. Jesus expressed love for children as a model for our behavior.

**The second reason is that Outreach Community Ministries as a whole, and each staff person are mandated as reporters of child abuse and neglect by the State of Illinois.** This mandate includes reporting everything from suspected abuse and neglect to abuse and neglect that has been confirmed.

For these reasons, all volunteers will use the following protocol regarding child abuse or neglect of a child under the age of eighteen:

A volunteer will report any of the following to the supervising Program Coordinator or the Site Director:

- Suspicion of child abuse or neglect
- The appearance of any cuts, bruises, or burns

All statements regarding violence or sexual actions toward a child should be taken seriously and reported immediately.

# **Procedures for Prevention of the Spread of Infectious Diseases**

## ***Introduction***

Serving children, youth and families in a community setting creates the opportunity for the spread of infectious diseases. Most infectious diseases are transferred by either breathing the same air (airborne diseases) or through the mixing or exchange of blood or other body fluids (blood-borne diseases).

Diseases that are airborne include chicken pox, meningitis, strep throat and tuberculosis. Each of these diseases can be spread through the air and cause another person to acquire the same illness. Communicable blood-borne diseases include hepatitis and HIV that may also cause Acquired Immune Deficiency Syndrome (AIDS). Each of these diseases is fairly well known and can be spread only through the exchange of blood or other bodily fluids.

The following policies and procedures have been developed to protect the safety of all clients, staff and volunteers.

## ***Policy***

It is the policy of OCM that all children, youth and adults served in programs offered by OCM will not be prevented from that participation due to illness or disease unless that illness or disease poses a medical risk to other participants (including staff and volunteers) that cannot be managed safely and effectively. Final decisions regarding the inclusion or exclusion of a child, youth or adult with an infectious disease will be based on the behavior, development and physical condition of the person and the expected types of interaction with others in that setting. In each case, risks and benefits to both the person with the disease and others in the setting will be weighed.

Confidentiality is an important and complex issue related to infectious diseases. The individual right to privacy must be balanced with a specific worker's need to know in order to provide safe and healthy services. As a general rule, personal information regarding children, youth and clients will be kept strictly confidential.

## ***Serving Children, Youth & Families with Infectious Diseases***

A person's "exposure" is defined by the type of infectious disease. If the disease is spread through the air (airborne disease), exposure is defined as those who have been in the same air space and have breathed the same air. If a disease is spread through the exchange of blood or body fluids (blood-borne), exposure is defined as those who have touched or exchanged blood or body fluids.

OCM desires to ensure, as much as possible, the safety and protection of all the participants, staff and volunteers involved in our programs. OCM has established policies and procedures to minimize the risk of exposure to airborne and blood-borne pathogens. The following policies are guidelines for preventing and dealing with infectious diseases.



- OCM will work with health professionals to seek and utilize current medical advice in the area of infectious diseases and will revise the policies and procedures as necessary.
- All staff and volunteers who work with OCM children and youth programs will be trained in a basic understanding of infectious diseases, including HIV and AIDS and the best safety precautions for the diseases in question.
- Children and youth participating in OCM programs will be trained in the Universal Precautions safety procedures to help prevent the spread of any infectious disease.
- Each OCM site will post a statement of Universal Precautions to be taken to prevent the spread of infectious diseases.
- Each OCM site that serves children and youth shall ensure that disposable gloves are readily available for staff and volunteers use when implementing Universal Precautions.

## ***Procedures for Serving Children, Youth & Families with Infectious Diseases***

### **Prevention**

Staff and volunteers shall wear gloves when:

- They might come in contact with any blood (assisting students, administering first aid, etc.)
- They need to handle any materials soiled with blood
- They clean surfaces
- They handle food

The necessary supplies including disposable gloves and cleaning solutions that disinfect and kill bacteria will be available in each program area where children and youth are served.

If a person is injured while participating in an OCM program, staff and volunteers supervising the program will always observe Universal Precautions when administering first aid. If possible, people who are bleeding should be assisted by staff and volunteers in helping themselves to stop bleeding.

### **When an Infectious Disease is Discovered**

If a child or youth is discovered to have an infectious disease that is communicable through airborne methods, he or she will be isolated from others until a parent or guardian can be located and the student is taken home. The student will not be allowed to re-enter the program until a doctor has given a written clearance that the child is no longer contagious.

Once the child or youth with the infectious disease has been isolated, the staff or volunteers in the room with the other participants will observe universal precaution methods by cleaning tables, toys or other items used by the student with a disinfectant cleaning solution.

Any report that a student in the children's program or a youth in one of the youth programs has a blood-borne infectious disease shall be taken in confidence to the supervising program coordinator immediately.

### ***Universal Precautions***

Outreach Community Ministries, Inc. strives to provide safety and security for all who participate, work or volunteer in agency-sponsored activities at any of the sites. As often as possible, preventative measures are utilized. Whether an infectious disease is spread through airborne exposure or blood-borne exposure, the use of Universal Precautions was designed by the Center for Disease Control to help prevent the spread of disease. Therefore, the following universal safety precautions will be used when working with children, youth and families.

- Always use barriers, like gloves, to protect your skin.
- Regularly clean all surfaces properly. Clean areas with soap and water and use a disinfectant.
- Regularly clean all toys and items that children play with and handle.
- Dispose of all clean up materials and waste properly.
- Wash hands thoroughly as soon as possible after clean up procedures, bathroom use and after contact with any other substances that can be harmful to others.
- Wash hands before handling any and all food

## Use of Vehicle Policy

Outreach Community Ministries' Vehicle Safety Policy is designed to protect its employees, volunteers, those served by the agency, the public and OCM vehicles. This policy applies to all agency sites and programs and to anyone acting on behalf of the agency whether paid staff, interns or volunteers.

OCM will maintain a list of approved drivers. Only employees and volunteers on the approved drivers list will be permitted to operate agency vehicles and/or regularly drive their personal vehicles on agency business. The following must be on the approved drivers list:

- Any volunteer who will be driving an agency-owned or leased vehicle.
- Any volunteer who must drive in order to meet the responsibilities of their position, identified in the position description.
- Any volunteer who will be transporting clients or OCM staff on a regular basis.

All volunteers who drive agency-owned vehicles or personal vehicles for program use, are required to complete the "Proof of Driver's License & Auto Insurance" form and submit a copy of their valid driver's license and current insurance card. A background check of the volunteer's driving history will be performed. Outreach reserves the right to periodically request copies of the volunteer's driver's license and current insurance card and to conduct periodic background checks. If a driving violation should arise at any point in the volunteer process, the volunteer will be asked to suspend their driving portion of their assignment. The volunteer will meet the program coordinator, site director and/or director of volunteer services to determine if reassignment is necessary.

Certain volunteer work assignments may require the operation of an **agency-owned vehicle**. Examples include driving the box truck to pick up furniture donations for the Resale Store and transporting clients or students in a passenger van. Volunteers will be aware of any driving requirements through the position description for the work assignment.

Certain positions may require the use of the **volunteer's personal vehicle** and may include transporting a client. In this circumstance, the Driver volunteer must possess a valid driver's license and automobile insurance in accordance with the law. Volunteers are not covered by any automobile insurance policy of Outreach Community Ministries, Inc. The volunteer may consult with their own insurance company to determine if additional coverage is necessary or desired. Volunteers approved to drive on agency business will be given a packet which details OCM's driver's and instructions on how to proceed in case of an accident.

# Summary of Volunteer Opportunities

## Wheaton Youth Outreach

- Jubilee Village – child care on Thursday evenings
- WYO Counseling – lunch receptionist

## Warrenville Youth & Family Services

- Quest – after-school program for junior high students. Need after-school tutors.
- Link Mentoring – serving children 10-15 years old. Meet once a week for dinner, activity and friendship.
- Discoveries Resale Shop – sorting & pricing donations, cashier, customer service. Day and evening hours available.
- WYFS Counseling – evening receptionist

## Outreach Community Center in Carol Stream

- Jubilee Neighborhood School – 1<sup>st</sup>-5<sup>th</sup> grade tutors, once a week, 4:15-5:30 p.m.
- Jubilee Neighborhood School – afterschool classroom aide
- Superb Student Program (SSP) – 6<sup>th</sup>-8<sup>th</sup> grade academic mentors, Thursdays, 7-8 p.m.
- Student Achievement Leadership Team (SALT) – high school tutors, Tuesdays 7-8 p.m.
- Big Buddies – mentors serving children, 7-14 year olds
- Older Adults Program – Friendly Visitors meet one-on-one with older adults
- OCC Front Desk – answer phones, greet clients
- OCC Counseling – afternoon and evening receptionist

## York Community Resource Center (Lombard)

- Classroom aide in after-school program

## Jubilee Furniture Company (Carol Stream)

- Cashier on Thursdays and Fridays, 10 a.m.-8 p.m., and Saturdays, 9 a.m.-4 p.m.
- Assist with furniture pick-up throughout the week
- Warehouse assistants throughout the week

## Discoveries Resale Shop (Warrenville)

- Cashier Support
- Sales floor support
- Stockroom support

## Employment Opportunity Center

- GED Tutors – hours and times are flexible.

## Group Projects:

Collections – clothing, household items, furniture

- Discoveries Resale Shop in Warrenville
- Twice Is Nice in Carol Stream
- Jubilee Furniture (furniture only)

Collections – food, household products, personal care products, diapers

- Interfaith Food Pantry
- Jubilee Village

Work Projects – various sites

## Site Overviews

OCM provides services in 5 communities throughout DuPage County. Our sites are strategically placed to meet the needs of the community. Each site was invited into the community by church leaders, community or civic leaders. OCM currently has sites in: Wheaton, Warrenville, Carol Stream, West Chicago and Lombard.

### *Outreach Community Center in Carol Stream*

Outreach Community Center in Carol Stream (OCC) is a multi-purpose, neighborhood resource center serving residents in southeast Carol Stream since 1986. Our goal is to help neighborhood residents work together to build a stronger community. Staff are professionally trained in education and human services, sharing a common commitment to minister to each person's physical, social and spiritual needs. Services are available without preference to all people and, where fees apply, based on one's ability to pay.

Outreach Community Center – Villagebrook is a satellite site of Outreach Community Center in Carol Stream, offering after-school and summer programs for 2nd-4th grade students as well as case management services and community development opportunities for those living in the Villagebrook Apartments in Carol Stream. All activities of Outreach Community Center – Villagebrook are supported by Full Circle Communities.

### **Youth Development**

#### *Jubilee Neighborhood School: Grades 1st-5th*

The Jubilee Neighborhood School (JNS) is an educational program that partners with parents and schools to support academic achievement of 1st-5th grade students. Students are provided homework assistance, social activities and recreation plus optional Christian education. Fees are reasonable and many families qualify for scholarships. JNS is offered at Outreach Community Center in Carol Stream and Outreach Community Center at Villagebrook Apartments.

Throughout the school year, the JNS Academic Tutoring program provides academic support for elementary students who need extra help in reading, writing and math. Each student is matched one-on-one with an adult volunteer tutor and attends tutoring sessions twice a week in the afternoon. Tutors assist students with homework and academic goals while providing a positive adult role model in their lives.

The JNS Summer Day School is an eight-week program with four classes for elementary school students. Classroom activities include math and language arts, problem-solving activities, optional Christian education, physical education and recreation such as swimming and field trips. Summer Day School is Monday-Friday from 8:30 a.m. to 3:30 p.m.

Tuition fees are reasonable and scholarships may be available.

### *Big Buddy Mentoring Program: Ages 7-14*

Big Buddy is OCC's mentoring program, in which a caring adult volunteer is matched with a student, age 7-14. This intergenerational mentoring relationship is strengthened as the matched pair grows to know one another through activities such as sports, hobbies, arts and crafts, faith activities, fitness, community service, the arts and college or career exploration. This program, largely supported by Wheaton Bible Church, strives to build self-esteem, character and confidence in the children who participate. The matches meet twice per month.

### *Superb Student Program: Middle School*

Superb Student Program (SSP) is designed for 6th through 8th grade students and meets after school. SSP combines homework completion, recreation and life skills activities designed to strengthen academic performance, self-esteem and character. Optional Christian education is offered. A modest fee per semester is charged to offset activity costs. Enrollment is limited to 40 students.

During the summer, SSP youth take part in the Learn 2 Earn summer program, combining interactive academic courses, life skills training, community service work and recreational activities. Students are given an opportunity to earn a weekly stipend based on performance. Enrollment is limited to 55 students and fills quickly. There is a modest fee for enrollment.

### *College Opportunity Program: High School & College*

The College Opportunity Program (COP) removes the barriers that prevent promising young students who come from struggling family or financial circumstances from seeking higher education. COP is a holistic college assistance program, consisting of two components: college preparation for high school students and college scholarships and support.

- *Student Achievement Leadership Team (SALT): High School*

SALT is a program for high school students who are interested in developing leadership skills and pursuing higher education or vocational training. The students must be motivated to attain high levels of academic achievement, employment, and strong character. Students meet with program staff during the week for discussion, activities, and academic tutoring. Open gym nights and Bible study groups are optional activities. Occasional field trips, college visits, retreats and career nights are offered.

- *College Scholarship Program: College*

After completing the high school college preparation program, students are eligible to apply for a college scholarship leading them to a four-year college or vocational certification program. Since the majority of the students at OCC will be the first in their family to attend college, removing the financial barriers that could keep them from college is a dream come true. Scholarship recipients receive support from a College Coach, who helps students reach academic and personal goals.

## **Family Stabilization Services**

### *Counseling*

Counseling services are provided at OCC through Outreach Community Counseling Centers. Each year, our professionally trained therapists provide individual, couples and family counseling for more than

1,000 people in the community. Staff therapists are trained in the latest research and use practices that have been shown to work in addressing a wide variety of concerns.

### *Case Management*

Case Management services are offered at OCC to assist people in a wide variety of concerns including:

- financial issues
- housing needs
- legal matters
- child care needs
- emergency food
- navigating government services such as public aid and social security
- classes in English as a second language
- referrals for community services
- employment and job training needs

### *Older Adults Services*

OCC supports older adults in maintaining their independence and positive well-being through practical assistance, transportation, budgeting and regular social activities. The Friendly Visiting program matches older adults with volunteers who frequently visit participants at home.

### *Community Development*

OCC values bringing residents together to build a sense of community and to celebrate significant dates. The annual events and activities include the Community Barbecue, Fiesta Latina, Martin Luther King Day and participation in Carol Stream events.

## ***Warrenville Youth & Family Services***

Warrenville Youth & Family Services (WYFS) is a multi-purpose community service agency, serving residents of the greater Warrenville area since 1984. With a goal of providing residents the opportunity to become all that God intends them to be, WYFS staff are professionally trained to minister to each person's physical, social and spiritual needs. Services are available without preference to all people and, where fees apply, based on one's ability to pay.

### **Youth Development**

#### *Quest: Middle & High School*

Quest provides a structured and safe environment for junior high and early senior high youth who are at risk. Meeting after school and during the summer, Quest includes academic coaching, life skills training, recreation and community service projects.

#### *Link Mentoring*

The Link Mentoring program matches young people with caring adults. These mentors develop friendships through shared activities and offer guidance, support and encouragement.



## **Family Stabilization Services**

### *Counseling*

Counseling is provided at WYFS through Outreach Community Counseling Centers. Our Counseling Centers have been working with individuals and families in this area for over 40 years. We have helped people find hope when it was gone and find solutions when they had almost given up. Staff therapists are trained in the latest research and use practices that have been shown to work in addressing a wide variety of concerns. Each year, our professionally trained therapists provide individual, couples and family counseling for more than 1,000 people in the community.

### *Case Management*

Case Management services at WYFS works to stabilize individuals with pressing financial needs through financial and referral assistance. Case managers oversee the distribution of the Local Emergency Assistance Fund as well as additional funds from The Salvation Army and the Illinois Department of Human Services.

### *Hispanic Outreach*

The Hispanic Outreach Program seeks to support and empower the Hispanic residents of Warrenville by providing outreach services, practical assistance, advocacy and community development. The program encourages full participation in community life while celebrating the unique cultural heritage of Hispanic residents.

## **Wheaton Youth Outreach**

Wheaton Youth Outreach (WYO) is a comprehensive youth and family resource center offering transitional housing and family stabilization services, serving the greater Wheaton area since 1973. Staff are professionally trained to minister to each person's physical, social and spiritual needs. Services are available without preference to all people and, where fees apply, based on one's ability to pay.

## **Transitional Housing**

### *Transitions Program*

The Transitions Program is a critical service for older teens and young adults and their families in DuPage County. It primarily serves young women who are homeless, ages 17 to 24 years old, with the opportunity to become financially and emotionally independent and transition successfully into adulthood.

The process of developing these skills begins by providing residents with a safe and supportive home life, coupled with personalized support, structure and mutually trusting relationships between the residents, their foster parents or host families and the Transitions Program staff.

While in residence, participants learn skills and develop personal habits that will transfer to their independent housing situation after graduation. Residents are responsible for contributing toward the cost of their care through part-time employment that covers a program fee and their personal expenses. They are supported by their case manager to access community resources and obtain

services for themselves such as career, education, medical and mental health services and the spiritual care necessary for their well-being.

### *Jubilee Village*

Jubilee Village is a transitional and independent, supportive housing program for single, formerly homeless mothers between the ages of 18 and 24 and their children. The program is designed to holistically address the myriad needs of its residents, many of whom enter the program with histories of family discord and domestic violence and without financial resources or job skills. Young mothers referred to the program generally require other wrap-around services such as counseling, case management and parenting classes. Experienced couples reside at the facility, volunteering their services as house parents, offering guidance and support, and help maintain a safe and loving community.

### *Foster Parent Recruitment*

Private foster care parents serve in two capacities at WYO. The first capacity provides for emergency or short term care for an at-risk teen ages 11-17 who has been abruptly displaced from the home. The second capacity provides longer term housing for youth entering the Transitions Program. Families who are interested in serving as foster parents are encouraged to call the staff at WYO for a consultation.

## **Family Stabilization**

### *Counseling*

Counseling services are provided at WYO through Outreach Community Counseling Centers. Our Counseling Centers have been working with individuals and families in this area for over 40 years. We have helped people find hope when it was gone and find solutions when they had almost given up. Staff therapists are trained in the latest research and use practices that have been shown to work in addressing a wide variety of concerns. Each year, our professionally trained therapists provide individual, couples and family counseling for more than 1,000 people in the community.

WYO therapists assist professionals from other services providers (e.g., schools, police departments, churches, hospitals) in assessing individual and family crises. Our therapists recommend clinical treatment options and social services that address the needs of the individuals or families in crisis. These services may be provided by WYO or other community agencies.

### *Case Management*

Case Management is the process of assessing the needs of an individual or family and, when appropriate, facilitating services to meet those specific needs. At WYO, Case Management exists to help Wheaton and Glen Ellyn residents facing a financial crisis access any and all community assistance for which they are eligible.

When an individual or family is living on a limited income, a sudden crisis or unforeseen event can result in an inability to meet monthly expenses. With the aim of preventing homelessness, a WYO case manager will meet with a client, assess the financial need and determine if there are government monies for which the client might be eligible. In addition to financial assistance, the case manager may refer a client to other resources that may help meet their physical or emotional needs.

### *Crisis Intervention for Youth and Families*

The Crisis Intervention Program serves at-risk youth between the ages of 11 and 17 who are in crisis at home or in school, or are at risk of becoming involved in the child welfare or juvenile justice systems.

This program has three goals:

- to keep at-risk youth safe
- to reunify and preserve families of at-risk youth
- to prevent or minimize involvement of at-risk youth and the child welfare and juvenile justice systems

The Crisis Intervention Coordinator at WYO works with self-referred youth and youth that are referred by families, local police departments, schools, court and probation services and other social services agencies to address the needs of at-risk youth and their families. The Crisis Intervention Team members are licensed individual and family therapists, qualified to deliver a range of crisis and counseling services.

WYO provides 24/7 crisis intervention support to police departments in Central/Western DuPage County, responding to crisis calls about runaway, locked out and ungovernable youth. Resolution of the immediate crisis is followed by counseling services to help the family deal with the underlying issues that led to the crisis.

### **Church Social Work**

WYO partners with local congregations to help meet the needs of their parishioners. Consultation, assessment and practical assistance are offered on a fee-for-service basis.

In addition to parish social work, WYO acts as the administrator for Churches United for Hardship Assistance (CUHA) in Wheaton. This union of churches pools their resources to aid residents facing financial hardship. Instead of churches discerning who receives charitable assistance, they refer those who knock on their door to WYO so our professional staff can assist with homeless prevention funds or utilize the combined church funds to help them.

### ***Puente del Pueblo***

Through friendship and service, Puente del Pueblo works in West Chicago to foster change that benefit residents' personal, family and community lives. Staff are professionally trained in education and human services, sharing a common commitment to minister to each person's physical, social and spiritual needs. Services are available without preference to all people and, where fees apply, based on one's ability to pay.

Launched in 2008 at Timber Lake apartments, Puente is a ministry of Wheaton Bible Church and Iglesia del Pueblo, the Hispanic congregation at Wheaton Bible Church. Outreach serves at Puente on behalf of Wheaton Bible Church, providing consultation, management and community services. In 2012, city officials asked Puente to take over its youth service system and expand its after-school and

summer-school youth programs to more complexes in West Chicago. Today, Puente is offering programming at Main Park Apartments and continuing to expand at Timber Lake Apartments.

## **Youth Development**

### *Puente del Niño: Grades 1st-5th*

Puente del Niño provides elementary students with opportunities for academic improvement, skill building, positive relationships, structured recreational activities and optional Christian education. Puente del Niño is offered each day after school during the school year and all day in the summer.

### *Puente del Futuro: Middle School*

Puente del Futuro provides 6th through 8th grade students with opportunities for academic support, life skills development, recreation and optional Christian education. This program is held for three hours after school during the school year and all day in the summer.

### *Puente del Futuro: High School*

The high school program provides senior high students with opportunities for academic support, life skills development, recreation and college preparation. The group meets at Glen Arbor Community Church in West Chicago four days a week, for tutoring, mentoring, study time, college prep, life skills training, career discussion. In addition, students have the option of joining the youth group at Iglesia del Pueblo, Wheaton Bible Church's Hispanic congregation.

## **Family Stabilization**

### *Case Management*

Case management services assist people struggling with life challenges, including financial issues, problems with public benefits, immigration issues, employment and more. Puente's case managers provide information, referrals and advocacy to navigate community services. They also provide budgeting and transportation assistance. Clients and case managers work together to resolve current problems and plan for the household's long-term stability. Case managers provide translation, relationships, spiritual care, resources and financial assistance.

### *Spanish and English Literacy*

Puente works with people needing help with reading and language skills by offering both Spanish and English literacy programs. By enhancing these skills, individuals are able to pursue further educational and employment goals. English literacy volunteers receive training through Literacy DuPage.

### *Counseling*

Counseling services are available for individuals, couples and families through the Outreach Community Counseling Centers. Staff therapists are trained in the latest research and use practices that have been shown to work in addressing a wide variety of concerns. Outreach's professionally trained therapists work with more than 1,000 people in the community each year.

## ***York Community Resource Center***

York Community Resource Center is a multi-purpose neighborhood resource center serving residents of Villa Park, providing them the opportunity to become all that God intends them to be. Staff are professionally trained to serve each person's physical, social and spiritual needs. Services are available without preference to all people and, where fees apply, based on one's ability to pay.

### **Youth Development**

#### *Elementary: After-School & Summer Program*

York provides educational programs that wrap around the public school for children in elementary school. Students are provided homework assistance, social-emotional learning and recreation. During the school year, services are offered each day after school.

During the summer an all-day program is offered, which provides students continuing educational support and social activities in addition to special field trips and camps.

#### *Middle School: Summer Program*

The summer program for 6th-8th grade students combines academic performance, recreation and life skills activities. Academic assistance gives students the educational foundation they need to enter high school with confidence. Life skills classes teach students decision-making strategies, the importance of self-control, effective strategies for resolving conflict and how to succeed in life. Students also take part in community service projects.

### **Family Stabilization**

#### *Case Management*

Case Management services help individuals and families gain stability and create goals for their future by assisting people in a wide variety of concerns, including housing, child care, employment and legal matters. Services include emergency financial assistance and linkage to other agencies for additional support services.

#### *Counseling*

Counseling services are available for individuals, couples and families through the Outreach Community Counseling Centers. Staff therapists are trained in the latest research and use practices that have been shown to work in addressing a wide variety of concerns. Outreach's professionally trained therapists work with more than 1,000 people in the community each year.

## Contact Us

*Main Office:*

Outreach Community Ministries, Inc.

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Site Address: 130 W Liberty Dr, Wheaton IL 60187

Phone: (630) 682-1910 · Fax: (630) 682-3094

[outreachcommunityministries.org](http://outreachcommunityministries.org)

Site Name	Address	Phone Number	Fax Number
Discoveries Resale Shop & Furniture Annex	2 S 507 Rte 59 Warrenville, IL 60555	(630) 393-5133	
Jubilee Cars	122 W Liberty Drive Wheaton, IL 60187	(630) 682-1910	(630) 682-0655
Jubilee Furniture	730 North Ave Carol Stream, IL 60188	(630) 337-1467	
Jubilee Village	395 Executive Drive Carol Stream, IL 60188	(630) 665-1584	(630) 462-0614
Outreach Community Center in Carol Stream	345 S President Carol Stream, IL 60188	(630) 260-7600	(630) 462-7076
Outreach Community Center – Villagebrook	278 E St Charles Rd Carol Stream, IL 60188	(630) 221-8082 / (630) 260-2215	
Outreach Community Counseling Center	336 E. Gundersen Drive, Ste B Carol Stream, IL 60188	(630) 871-2100	(630) 588-0824
Puente del Pueblo at Main Park	809 Burroaks Dr West Chicago, IL 60185	(630) 876-6688	
Puente del Pueblo at Timberlake (Main Office)	1200 Kings Circle, Apt 17/18 West Chicago, IL 60185	(630) 876-6680	(630) 293-1007
Warrenville Youth & Family Services	28 W 542 Batavia Rd Warrenville, IL 60555	(630) 393-7057	(630) 393-7029
Wheaton Youth Outreach	122 W Liberty Drive Wheaton, IL 60187	(630) 682-1910	(630) 682-0655
York Community Resource Center	1420 S Meyers Rd Lombard, IL 60148	(331) 307-7124	