

Dear Friend,

Life can get complicated in a hurry. And often does. Our ministry was simple when we started almost 40 years ago. We offered young women a free pregnancy test, along with God's love and an alternative to abortion. This approach brought hope to the mother and highlighted the value of her life and her unborn child's life...So simple.

Since then, our culture has changed dramatically. Fortunately, God has expanded our vision, one ministry at a time. It is with great joy that we serve the East Texas community through Axia and all the ministry it represents. These days, a family unit with a dad, mom, and children is more often the exception rather than the rule.

We still see heartbroken, frightened girls every day. But we also see whole families suffering. Take for example our Loving Alternatives foster and adoption ministry, through which we are invited into the court to help pick up the fragmented lives of children whose parents have had their parental rights terminated by the judicial system. How painful and heartbreaking for everyone involved.

As God has expanded the ministry of Living Alternatives, our hearts continue to grow in appreciation of God's own heart of love towards broken people. We joyfully receive the expanded ministries as tools God has provided. We try each day to sacrificially demonstrate that life IS worth fighting for. We find ourselves engaged on many fronts. As we minister to each family or frightened girl, as we hold each small child, we endeavor to see God restore lives. Each and every one.

Isn't that the only way our culture can be restored as well? For that to happen we must "love life" in the true sense. WE are so grateful God has prepared Living Alternatives for this moment in history by allowing us to be even more relevant today than when we first began.

Life can get complicated in a hurry and often does for families we all know and love.

Maybe even our own.

But some things are still simple.

As simple as having the right tools in place to love each other.

Because God is good and He loves LIFE.

For the Kingdom,
Beverly Kline, Founder



AXIA CENTER

VOLUNTEER HANDBOOK

MISSIONARY OUTREACH OF LIVING ALTERNATIVES.

MINISTERING VALUE, WORTH, AND DIGNITY TO THE EAST TEXAS COMMUNITY AND BEYOND.

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1. Introduction

1.1 Welcome

We are delighted you will be volunteering at the AXIA Center, a ministry of Living Alternatives. We want you to feel welcome here. This handbook is designed to introduce you to the ministries of AXIA Center and provide you with a guide to the organization's policies and procedures. This handbook is not a contract of employment. Each volunteer shall sign a Volunteer Acknowledgement Form found in the appendix, signifying they have read this handbook. Living Alternatives may change these policies from time to time and reserve the right to do so.

Christianity is central to the purpose and mission of Living Alternatives. We are committed disciples of Jesus Christ. Living Alternatives is dependent on the prayers and gifts of God's people, and therefore, our conduct must always be in conformity with sound Christian principles. Each volunteer should carry out their responsibilities in a way that reflects these principles which are listed below.

Statement of Faith

Living Alternatives affirms that as citizens of God's kingdom, we are called to love, worship, and obey our Lord, to love and serve His Body, the Church, and to present the whole gospel for the whole person throughout the whole world. We of Living Alternatives believe that the Bible is God's inspired and authoritative word, revealing that Jesus Christ is God's son; that people are created in God's image; that He created us to have eternal life through Jesus Christ; that although all people have sinned and come short of God's glory, God has made salvation possible through the death on the cross and resurrection of Jesus Christ; that repentance, faith, love and obedience are fitting responses to God's initiative of grace towards us; that God desires all people to be saved and to come to the knowledge of the truth; and that the Holy Spirit's power is demonstrated in and through us for the accomplishment of Christ's last commandment, "Go into all the world and preach the good news to everyone" (Mark 16:15 NLT).

Mission statement

The mission of Living Alternatives is to affirm, proclaim and promote the value of life and family.

Vision statement

Living Alternatives is the overarching umbrella for different branches of ministry that all act as beams of light reaching into the darkest places, bringing restoration of the image of God to broken women and children.

We are engaged in the community. They understand who we are and that we are multifaceted. Both the church and non-christians benefit from our ministry and engage in what we do.

We have a 3 prong approach to evangelism and 7 areas of ministry to administer our mission.

We 1) support the vulnerable, 2) train the Christian and 3) multiply ministry for the restoration of the Kingdom of God.

Our 7 areas of ministry include: Axia-PRC, Building Blocks, SIT, Childbirth Services. Fatherheart, Loving Alternatives and Keeps Boutique.

Code of Christian Conduct

“...set an example for believers (and unbelievers) in speech, in life, in love, in faith, and in purity.” (1 Timothy 4:12b) “Whatever happens, conduct yourselves in a manner worthy of the gospel of Christ.” Philippians 1:27

- We are conscious of the fact that everything we do, directly or indirectly, has the potential to reflect upon LA as a whole.
- We conduct ourselves at all times with openness, forthrightness, and honesty in dealing with people and organizations, both internally and externally.
- We hold ourselves to the highest possible standard of conduct, always striving to avoid even the appearance of impropriety.
- All of our communications are truthful, honest, and accurately describe the services we offer.
- We operate in accordance with all applicable laws.
- We respect confidentiality and only disclose information as required by law or as otherwise authorized by the client/patient.
- We treat others with value, worth and dignity in a caring and courteous manner.
- We believe in the sanctity of life from the moment of fertilization to natural death.
- We oppose all forms of abortifacients.
- We defer accurate information about pregnancy, fetal development, lifestyle issues, and related concerns to our Medical Director.
- We do not offer, recommend or refer for abortions or abortifacients, but we are committed to offering accurate information about abortion procedures, risks, and abortifacients.
- We believe the Bible is the authoritative Word of God and provides guidance for our lives.
- We believe in chastity outside of marriage and fidelity within. We believe in the sanctity of marriage between one man and one woman as taught in the Bible. Therefore, all staff and volunteers commit to a lifestyle of sexual purity, and will refrain from engaging in any sexual relationship outside the bonds of Christian marriage.
- All Board members, staff, volunteers and other representatives of Living Alternatives shall agree with Living Alternatives’ statement of faith, profess Jesus Christ as Lord and Savior, hold a solid pro-life position on abortion, and live a lifestyle consistent with biblical values.
- All “conflict of interest” relationships will be avoided with Board members, staff, suppliers, those we serve, and other organizations with whom we deal, unless disclosed and approved.
- No one will accept gifts or favors, which might influence the performance of their responsibilities.

Commitment of Care and Competence

- Clients are served without regard to age, race, income, nationality, religious affiliation, disability or other arbitrary circumstances.
- Clients are treated with value, worth and dignity and in a caring manner.
- Client pregnancy tests are distributed and administered in accordance with all applicable laws.
- Client information is held in strict and absolute confidence. Releases and permissions are obtained appropriately. Client information is only disclosed as required by law and when necessary to protect the client or others against imminent harm.
- Clients receive accurate information about pregnancy, fetal development, lifestyle issues, and related concerns.
- We do not offer, recommend, or refer for abortions or abortifacients.
- We are committed to offering accurate information about abortion procedures and risks.
- All of our advertising and communications are truthful and honest, and accurately describe the services we offer.
- We provide a safe environment by screening all volunteers and staff interacting with clients.
- We are governed by a Board of Directors, and operate in accordance with our Articles of Incorporation, By-Laws, and stated purpose and mission.
- We comply with applicable legal and regulatory requirements regarding employment, fundraising, financial management, taxation, and public disclosure, including the filing of all applicable government reports in a timely manner.
- Medical services are provided in accordance with applicable laws and in accordance with pertinent medical standards, under the supervision and direction of a licensed physician.
- All of our staff and volunteers receive appropriate monthly training to uphold these standards.

III. General Volunteer Policies

2.1 Descriptions

Each volunteer will have a description outlining their duties and responsibilities. Descriptions should be reviewed at least annually by the volunteer and the program director to ensure that the information contained in the description is correct and up to date.

2.2 Volunteer Meetings

To provide information, encouragement, prayer, and inspiration, a volunteer meeting is held monthly for all volunteers. Volunteer attendance is expected. The meeting may consist of praise/worship, ministry updates, prayer, education, organizational updates, and department or policy updates.

2.3 Suggestions

Suggestions are welcome from all volunteers. As Axia Center continues to look for innovative ideas and suggestions in process improvements, new approaches, cost savings, how to better serve our constituents, etc., volunteers are encouraged to share suggestions to help this ministry in its overall effectiveness.

2.4 Dress Code

Volunteers are responsible for maintaining a professional image and representing AXIA Center and the ministries of Living Alternatives, and themselves well, both to internal staff and external guests or visitors. AXIA Center attire is considered business casual or, as needed, professional attire when meeting with outside vendors, partners, Board members, etc. Volunteers dress should promote modesty and professionalism in their attire. (all staff and volunteers wear logo nametags.)

2.5 Absenteeism and Tardiness

Volunteers are expected to report for their schedule. If a volunteer cannot report for work, they are required to make adjustments with the coordinator as far in advance of the scheduled time as possible. In case of emergency or sickness communicate within at least one hour before they are scheduled.

2.6 Volunteer Scope of Services

All volunteers will be trained according to approved training materials, to better understand the scope of their services provided on behalf of the center.

1. Volunteer training shall be approved and documented by the Executive Director

- or the program director.
2. Volunteers will understand that if they go beyond the scope of services provided by the center that they do so at their own risk.
 3. Volunteers should not give out their personal contact information.
 4. Examples of services that go beyond the scope of services performed on behalf of the center include: performing birth partner duties with clients, social activities with clients, and any activities with clients beyond the normal advocacy sessions performed on the center's premises.
 5. If the volunteer exceeds the scope of services permitted by the center, the client and the volunteer are advised that the agency relationship between the center and the volunteer has ceased in regard to this client and the center is not involved with services beyond those provided by the center.
 6. If a situation arises that the continuing relationship causes a problem for the client, or the volunteer, or the center, the center director is authorized to evaluate the situation and take the necessary steps to resolve any problems.
 7. Under no circumstances may a volunteer offer to adopt a client's baby.

2.7 Communications Policy

All communication equipment is the property of Axia. Many confidential records are maintained on various systems. No volunteer is authorized to view company information that is not related to performing their role or in further skill development. No volunteer should share confidential information inappropriately with others. Passwords, system telephone numbers, and similar information may not be disseminated to the public and must be retained as confidential information by the user. For privacy reasons, volunteers may not attempt to gain access to another's personal file or email messages, voicemail messages, or other password protected files.

Any information related to Axia performed on personal equipment is the property of Living Alternatives. Using AXIA's phone system, email or internet connection for extended person communication is not permitted. Long-distance calls are only to be used for business reasons.

Improper use of the communications systems and equipment is a violation of AXIA's policies. Any abuse of the communications systems will result in discipline, up to and including termination.

AXIA has the ability and right to review email, voicemail, and telephone messages made using AXIA's computers and/or telephones conducted during business hours.

2.8 Personal Calls

Cell phones, whether person or company supplied, shall be used sparingly for personal calls/text messaging in the workplace and/or while working off-site. Cell phones should be placed on vibrate while working. Unless the call is an emergency or

necessary communication with family, all incoming calls should be allowed to go to voicemail and retrieved during breaks or at lunch. When cell phones must be used for personal calls, it should be in such a manner as not to disturb other people at the workplace. Such use shall be minimal and not interfere with the operations of the office for emergencies or necessary communication with family.

2.9 Use of Camera Phones

Camera phones can present risks, potentially compromising member's information, trade secrets, or the privacy of other staff. Therefore, camera phones are not to be used to take photos of confidential or potentially confidential information while at AXIA or on AXIA business.

2.10 Risk of Loss

Volunteers assume the risk of loss or damage to cell phones or other electronic devices carried by them during their workday. Living Alternatives assumes no liability for loss or damage to staff personal property, including cell phones, carried on Living Alternatives property for business.

2.11 Internet & Email Policy

The internet is a powerful tool that can provide a great deal of useful information. Unfortunately, it can also be a distraction from productive work time when browsing non-business related sites. In an effort to clarify Living Alternatives position on the use of the internet while utilizing Living Alternatives' property, the following guidelines have been put in place for all volunteers:

- Exploring the internet for personal use is discouraged.
- Downloading from the internet should be done with caution as downloaded files can take up extensive space.
- The display or transmission of inappropriate content or anything that may be construed as harassment as described in the Living Alternatives Harassment Policy is not permitted at any time and put the computer at risks of viruses.
- Volunteers must not use the internet in a manner that would reflect poorly upon one's Christian walk; such as pirating software; downloading copyrighted, trademarked, or patented material; stealing passwords; hacking other computer systems on the Internet; or engaging in any illegal or inappropriate activities.

Living Alternatives has the right and capability to monitor internet browsing by each user on all Living Alternatives computers. Living Alternatives volunteers have the privilege of internet access and it is important that each volunteer utilize this valuable asset in a professional, business-like manner.

Email is to be used for business purposes. While personal email is permitted, it is to be kept to a minimum. Living Alternatives reserves the right to determine when a volunteer is sending excessive or improper email. Email belongs to Living Alternatives and is subject to review or monitoring at any time without notice. Volunteers should, therefore, have no expectation of privacy in their email or internet use when using Living Alternatives' computers. All information contained in the Living Alternatives email is privileged and confidential and for internal use only. It is not to be redistributed or forwarded, unless it is appropriate.

2.12 Copyright of Materials

Living Alternatives owns the copyright of all materials completed by volunteers. Living Alternatives will have the exclusive right to publish or license others to publish or use materials prepared by volunteers in as many different forms as appropriate. Living Alternatives may publish or permit others to publish any materials without compensation to the volunteer(s) involved in writing/editing materials. If Living Alternatives discontinues a product, Living Alternatives still maintains the copyright on that product. If a volunteer is interested in duplicating any discontinued Living Alternatives products or items, they should first receive approval from the Executive Director.

2.13 Confidentiality Policy

Axia volunteers will have access to Confidential Information as a result of conducting Axia business. "Confidential information" shall include, but not be limited to, the following types of information, both existing and contemplated, and regarding Axia: corporate information, including contractual licensing arrangements, plans, strategies, tactics, policies, resolutions, copyrights, and any litigation or negotiations; marketing information, including fundraising or marketing plans, strategies, tactics, methods, donors and donor information, prospects, or market research data; financial information, including costs and performance data, debt arrangements; human resource information, including personnel lists, resumes, personnel data, organizational structure and performance evaluations.

Confidential information is limited to that information which is generally not known to the public, is not in the public domain, or available through reference to general library sources. To protect Axia's confidential information that will be disclosed to volunteers, all volunteers will agree to the following:

1. Volunteers will hold the confidential information received from Axia in strictest confidence and shall exercise a reasonable degree of care to prevent disclosure to others.
2. Volunteers will not disclose or divulge either directly or indirectly the confidential information to others unless first authorized to do so in writing by Axia.
3. Volunteers will not reproduce the confidential information nor use this information for any other purpose other than the performance of his/her responsibilities for Axia. If a volunteer leaves Axia, either by termination or resignation, all information is deemed confidential and cannot be used by the former volunteer in any other organization. This is especially true of donor and partner contacts. Volunteers leaving the organization who have access to confidential information will be required to sign a confidentiality agreement upon departure.
4. Axia reserves the right to take disciplinary action, up to and including termination, for violations of this policy.

2.14 Conflict of Interest Policy

Living Alternatives prohibits its Board members, staff and volunteers from engaging in any activity, practice, or conduct which conflicts with, or appears to conflict with, the interest of Living Alternatives, its donors, or its suppliers. Involvement in serving on other Boards should be discussed with the Executive Director to confirm participation is not a conflict or concern for the organization. Written approval by the Executive Director is required for a volunteer to serve on a Board that is a ministry partner, supplier, or involved in similar ministry activities as Living Alternatives.

Living Alternatives volunteers are not to accept gifts, except those of nominal value, or any special discounts or loans from any person or firm doing, or seeking to do, business with Living Alternatives or its clients. The meaning of gifts for purposes of this policy might include the acceptance of product or services.

2.15 Personal Property

Living Alternatives cannot be responsible for personal property that is lost, stolen, or damaged. Please make sure that your personal belongings are in a safe place during the day and that you take your belongings with you after work. Any desks, cabinets, closets and other storage devices remain the sole property of the Living Alternatives. Accordingly, they, as well as any articles found within them, can be inspected by management at any time, with or without prior notice.

II. Legal Provisions

3.1 Opportunity Policy

Due to the very nature of our ministry, we require our volunteers to be professing Christians, experiencing a daily walk with Christ. All volunteers must subscribe to LAs Statement of Faith and Code of Christian Conduct. The LA Executive Director or Program Directors will be responsible for the recruitment and selection process of all volunteers. Final candidates for any volunteer position shall be required to submit to background checks.

3.2 Conflict Resolution Policy

The LOVE Approach to Conflict Resolution

When we use *The LOVE Approach*, we are planting the seeds of trust and nurturing a relationship back to health. We listen to the person (L), introduce positive options to the dialogue (O), encourage the person to envision the situation differently (V), lay out a plan, and extend continued help (E).

First, **Listen and Learn**: Learn from Scripture and Christ's example and Listen to each other to gain understanding of the interests involved (Philippians 2:3-4, NIV) The more we listen, the more understanding (knowledge and wisdom) we gain. The natural tendency in a conflict is to keep talking to present our case. God's wisdom is the reverse – listen more than you talk so that you learn and gain understanding. Listening and learning are major first steps in building a relationship and in maintaining a relationship.

Second, **Options**: Our options for resolving conflict are based on God's unconditional love and forgiveness. God calls us to reconciliation and provides (directions). God's call to us to reconcile is not optional but He does provide options through Scripture and the power and encouragement to do so through His Spirit.

We have two options for reconciliation. First, overlook a minor offense and forgive the person if the offense has not harmed your relationship with the other person or the other person's relationship with God and others. "A man's wisdom gives him patience; it is to his glory to overlook an offense" (Proverbs 19:11, NIV).

Alternatively, if the offense is too serious to overlook, we are to work towards reconciliation (restoring the relationship to what it was or better than it was prior to the conflict). The Bible is clear about the importance of reconciliation as the following verse from Matthew makes clear:

"So, if you are standing before the altar in the Temple, offering a sacrifice to God, and you suddenly remember that someone has something against you, leave your sacrifice there beside the altar. Go and be reconciled to that person. Then come and offer your sacrifice to God" (Matthew 5:21-24, NIV).

Conflict hinders our worship and our relationship with God.

The Bible instructs us to look first at our own part in the conflict:

“Do not judge...You hypocrite, first take the plank out of your own eye, and then you will see clearly to remove the speck from your brother’s eye” (Matthew 7:1-5, NIV).

Before approaching the other person, carefully examine your role in the conflict. Acknowledge and take responsibility for your part. Note that these directions come before the well-known Matthew 18 quote:

“If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that ‘every matter may be established by the testimony of two or three witnesses.’ If he refuses to listen to them, tell it to the church; and if he refuses to listen even to the church, treat him as you would a pagan or tax collector” (Matthew 18:15-17).

Prior to this selection in Matthew 18 is the parable of the lost sheep – the importance of restoring the one who wanders. Matthew 18 ends with the parable of the unforgiving servant. The entire chapter speaks of restoring and reconciliation. The purpose of this directive is to restore (reconciliation). The last step, “treat him as a pagan and tax collector”, can seem harsh until we remember how Jesus treated tax collectors. When put into practice with love, even this last step leads to restoration, not exclusion.

Third, **Values**: God values unity and peace and calls us to relationships that witness to this unity and peace to others in the ministry, to the clients, to the world. God sets the standards and values. He calls us to value others as He values us and to accept the values He sets. For example, “Let the peace of Christ rule in your hearts, since as members of one body you were called to peace” (Colossians 3:15, NIV). The peace of Christ is related to the unity and peace of His people. “Blessed are the peacemakers, for they will be called the sons of God” (Matthew 5:9, NIV).

Although not all people are called to be evangelists, all are called to “give an answer to everyone who asks you to give the reason for the hope that you have” (1 Peter 3:15, NIV). Although not all people are called to be professional conciliators, all are called to “make every effort to do what leads to peace and to mutual edification” (Romans 14:19, NIV). Note the “every effort.”

Fourth, **Empower**: God empowers us through His forgiveness to come to reconciliation with others through confession and forgiveness. Confession involves taking complete responsibility for one’s part in the conflict, asking for forgiveness for the specific behavior or incident, and altering our behavior. This is very difficult to do! Inspiration and courage to ask for forgiveness and to accept the sincere apology of another may come from thinking about and praying about the following biblical challenges:

“He who conceals his sin does not prosper, but whoever confesses and renounces them finds mercy” (Proverbs 28:13, NIV).

“If we claim to be without sin, we deceive ourselves and the truth is not in us. If we confess our sins, he is faithful and just and will forgive our sins and purify us from all unrighteousness. If we claim we have not sinned, we make him out to be a liar and his word has no place in our lives” (1 John 1:8-10, NIV).

“Therefore, confess your sins to each other and pray for each other so that you may be healed. The prayer of a righteous man is powerful and effective” (James 5:16, NIV).

Forgiveness as God forgives includes not holding the sin against the person, not talking about it to others, not allowing the sin to hinder the relationship.

“Love...keeps no record of wrongs” (1 Corinthians 13:5, NIV).

“...forgive us our debts, as we also have forgiven our debtors” (Matthew 6:12, NIV).

“Do not let any unwholesome talk come out of your mouths, but only what is helpful for building others up according to their needs that it may benefit those who listen. And do not grieve the Holy Spirit of God, with Whom you were sealed for the day of redemption. Get rid of all bitterness, rage and anger, brawling, and slander, along with every form of malice. Be kind and compassionate to one another, forgiving each other, just as in Christ God forgave you” (Ephesians 4:29-32, NIV).

In a world that values relativism, we have a firm foundation and basis – God’s Word and Christ’s example, the Spirit’s power – for building and maintaining effective ministry team relationships. What a positive witness this is to each other, the clients, and the community as to the value God puts on each life. Resolving Conflict and bringing reconciliation in a way that honors God and serves others is a powerfully positive witness to everyone (inside and outside the ministry). Failure to do so, unfortunately, is a powerfully negative witness.

When we fall or fail in our relationship with God or others – and we will – God offers forgiveness and mercy no matter how many times we fail. “He does not treat us as our sins deserve or repay us according to our iniquities. For as high as the heavens are above the earth, so great is his love for those who fear him; as far as the east is from the west so far has he removed our transgressions from us” (Psalm 103:10-12, NIV). What comfort and peace this assurance brings.

Procedures

1. Each member of the Board of Directors, the Executive Director and all staff and volunteers will sign the *Conflict Resolution Agreement*. The original copy of this signed agreement will be placed in the staff or volunteer’s personnel file and a copy of such signed agreement will be given to the signer. (All staff and volunteer personnel files, including Board member files, will be kept on site at the PRC/PMC’s administration office.)

2. If a Board member has a concern regarding the Executive Director or another Board member, the Board member will go directly to him/her. If the Board member is unsatisfied with the response, he/she will bring one or two additional Board members with him/her to speak with the Executive Director or Board member who they have a problem with. If they are unsatisfied with the outcome of their conversation, the Board members will complete the *Concern Report* and submit it to the Board Chair, with a copy to the Executive Director. The matter will be placed on the agenda of the next Board meeting (special or regular) and the entire Board of Directors will address the concern at that time.

3. If a staff member or volunteer has a conflict with the Executive Director, he/she will speak directly with him/her about the problem before discussing the issue with a Board member. No Board member will speak with a staff member or a volunteer of the organization about any issue regarding the Executive Director before the staff member or volunteer has followed the procedures defined herein. If the complainant is unsatisfied with the response from the Executive Director, he/she will fill out a *Concern Report* and submit it to the Executive Director.
 - The Executive Director will submit the *Concern Report* to the Board Chair within 24 hours after receiving the form. The Board Chair will then determine if the entire Board of Directors should address the complaint immediately or if the complaint can wait until the next Board meeting.
 - If the complainant files the *Concern Report* because they believe that the Executive Director has committed illegal or unethical acts that jeopardize the organization, the complainant shall submit the *Concern Report* directly to Board Chair. Within 48 hours after receiving the *Concern Report*, the Board Chair or his designee will contact the complainant informing him/her that the complaint has been received and will be duly investigated. A determination will be provided in writing to the Executive Director and the complainant.

4. If a staff member or volunteer has a conflict with another staff member, he/she will speak directly to him/her about the problem. If the complainant is unsatisfied with the response, he/she will fill out a *Concern Report* and submit it to the Executive Director.
 - The Executive Director will determine if the entire Board of Directors should address the *Concern Report* immediately or if it can wait until the next Board meeting.
 - Within 48 hours after receiving the *Concern Report*, the Executive Director or his designee will contact the complainant, informing him/her that the *CONCERN REPORT* has been received. The complaint will be

investigated and a determination will be provided in writing to the Executive Director and all staff members involved.

5. Good Faith Required. In the event the Executive Director or Board of Directors determines that a complaint has been filed maliciously and in bad faith, the filing of such a complaint shall be deemed to be a serious offense. The Board shall take disciplinary action against the complainant in a manner that it determines appropriate.
6. All documents related to a conflict resolution process shall be retained by Living Alternatives for a period of at least 7 years.}

3.3 Drug Free Policy

It is the policy of AXIA Center not to have persons who use or traffic in illegal drugs, or who abuse prescription drugs or alcohol. It is a violation of AXIA Center's position on drugs and alcohol for a volunteer to:

1. Operate any vehicle in the course of employment while under the influence of drugs or alcohol;
2. Be in possession of illegal drugs;
3. Sell or distribute illegal or prescription drugs, on or off the job; or
4. Work while under the influence of drugs, alcohol or illegal drugs.

Volunteers are expected and required to report for their schedule on time and in appropriate mental and physical condition for work. Living Alternatives reserves the right to test volunteers for drugs or alcohol impairment on a random basis or on a reasonable suspicion that a volunteer is impaired. Violation of this policy will result in appropriate discipline, up to and including discharge.

3.4 Harassment Policy

AXIA Center expects Board members, employees and volunteers to conduct themselves in a God-honoring manner and to adhere to the AXIA Center values and principles. The AXIA Center believes that volunteers should be able to work in an atmosphere free from all forms of disrespect and harassment. Insofar as this is possible, volunteers should follow the rules of Matthew 18:15-20, as outlined in the *Conflict Resolution Policy Section*, and attempt to discuss the offending incident with the offending party.

The AXIA Center prohibits its Board members, employees and volunteers from harassing others during the course of employment. Harassment is defined as unwelcome sexual advances, unwelcomed jokes or comments, requests for sexual favors, unwanted touching, or other verbal or physical conduct of a sexual nature. Sexual harassment is contrary to God's rules for holy living, as revealed in His Word, which guides our relationships at the AXIA Center.

Other types of prohibited harassment include actions, words, jokes, or comments based on an individual's race, color, national origin, religion, age, marital status, sex, gender, disability, height, weight, pregnancy, childbirth, and related medical conditions or any other legally-protected characteristic.

Any volunteer who feels that he/she has been subjected to harassment, or who has witnessed harassment, should immediately report the matter in writing to their program director or the Living Alternatives Executive Director. Volunteers can be assured that no one will be retaliated against for either filing a complaint or participating in an investigation of harassment. All allegations of harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality, that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

3.5 Whistleblower Protection Policy

This whistleblower policy is intended to provide a mechanism for the reporting of illegal activity while protecting the volunteers who make such reports from retaliation.

Code of Conduct: AXIA Center requires its volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As representatives of AXIA Center, we must practice honesty and integrity in fulfilling our responsibilities. We must comply with all applicable laws and regulations. It is the responsibility of all volunteers to report legal violations or suspected legal violations in accordance with this Whistleblower Policy.

No Retaliation: No employee or volunteer, who in good faith reports suspected illegal conduct, shall suffer harassment, retaliation, or adverse consequence. A volunteer who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

Reporting Violations: A person's concerns about possible illegal conduct should be reported. If the complaint involves the Executive Director, then it should be addressed to the Board Chair.

Reportable Conduct: Examples of reportable conduct include: forgery or alteration of documents; unauthorized alteration or manipulation of computer files; fraudulent financial reporting; pursuit of a benefit or advantage in violation of the *Conflict of Interest Policy*; misappropriation or misuse of AXIA Center's resources, funds, supplies, or other assets; authorizing or receiving compensation for goods not received or services not performed; authorizing or receiving compensation for hours not worked.

Compliance Officer: The Executive Director of Living Alternatives is the Compliance Officer and is responsible for investigating and resolving all reported complaints and allegations concerning violations of the *Code of Christian Conduct* and shall advise the alleged violator accordingly. If the complaint is against the Executive Director, then the Board Chair shall be the compliance officer.

Acting in Good Faith: Anyone filing a complaint concerning a violation or suspected violation of the *Code of Christian Conduct* must act in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Handling of Reported Violations: The Executive Director or Board Chair will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Further Information: The amount of contact between the complainant and the body investigating the concern will depend on the nature of the issue and the clarity of information provided. Further information may be sought from the complainant.

Timing: The earlier a concern is expressed, the easier it is to take action. Since it is usually in the best interest of all parties, the process should continue as quickly as possible until resolution is accomplished.

Document Retention: Living Alternatives shall retain, as a part of the records of the volunteer, any such complaints or concerns for a period of at least seven years.

3.6 Rules of Conduct at the Center

All volunteers are expected to follow the rules and regulations of AXIA Center. The following list, which is neither complete nor exhaustive, contains examples of some of the conduct which is prohibited. Such conduct is prohibited regardless of whether it occurs on the premises or in conjunction with assignments at AXIA Center.

The following actions may result in discipline, up to and including discharge. This list in no way constitutes a limitation of the right or ability of AXIA Center to terminate volunteers for any reason at any time, with or without notice.

1. Reckless conduct that endangers the safety of the others
2. Violating any safety instructions or rules established by Living Alternatives
3. Negligent or willful defacing, misuse, or destruction of Living Alternatives equipment or facilities
4. Theft of any property belonging to Living Alternatives or anyone else within the organization
5. Excessive tardiness

6. Excessive absenteeism
7. Refusal to follow *Conflict Resolution Policy*
8. Violation of policies
9. Use or possession of illegal drugs or controlled substances or weapons in the course of employment
10. Dishonesty or falsification of time records, accident reports, or any other Living Alternatives record, including false statements on the application for employment or other Living Alternatives documents
11. Disregard of Statement of Faith or Code of Christian Conduct

3.7 Performance Evaluations

AXIA Center will discuss the volunteer's performance and goals on an informal, day-to-day basis throughout the year. A yearly performance evaluation will take place.

3.8 Medical Liability Waiver {talk to John}

The PRC/PMC does not carry insurance that covers injury to a volunteer. As a condition of volunteering at the PRC/PMC, each volunteer must sign a Medical / Insurance Waiver indicating either that you carry adequate medical insurance and accept full responsibility for medical costs associated with an accidental injury while volunteering at the PRC/PMC or that you do not carry medical insurance and accept full responsibility for medical costs associated with an accidental injury while volunteering at the PRC/PMC.

IV. CONCLUSION & APPENDIX

Whether you are a new volunteer or one who has been working at Living Alternatives for many years, we are sure you found something in this handbook that enlightened you about Living Alternatives' policies and practices. Our policies are always evaluated and re-evaluated periodically; there is always room for improvement.

APPENDIX

Conflict Resolution and Interpersonal Commitment Agreement

Concern Report Form

Medical Insurance Waiver

Confidentiality Agreement

Code of Christian Conduct

Volunteer Acknowledgement Form

PRC PORTION

OVERVIEW OF CLIENT FLOW IN THE PRC

- Client is greeted warmly in the front lobby. Receptionist will take client photo and gather I.D. Receptionist will then hand the client an iPad to fill out the NextLevel Intake form, and offer client a beverage from the lobby fridge.
- When client finishes filling out the intake form, the receptionist will take the iPad back, and if the client has a child/children; they will be shown how to check them into childcare, if they so desire.
- Receptionist will then let the next available advocate know that a client is ready. The advocate will pull the clients file up on NextLevel and go retrieve the client from the lobby.
- The advocate will escort the client to the testing bathroom, to provide a urine sample.
- Once the sample has been provided, the advocate will lead the client to the counseling room, and begin their session.
- While the advocate is meeting with the client, a nurse will take the urine sample and perform the pregnancy test. The nurse will then complete the verification of pregnancy form, and provide this to the advocate.
- Once the advocate finishes their portion of time with the client, the nurse will come in and complete the medical information, record results, and answer any medical questions the client might have. The nurse will also schedule an ultrasound, if the client would like one.
- Once the nurse is finished, she will have the client fill out an exit questionnaire.
- While the nurse is in with the client, the advocate will go and gather any resource materials that the client might need. They will then provide these to the client, when she is done with the nurse. Then the advocate or nurse will escort the client back to the front.

CLIENT FLOW IN THE PRC/SONOGRAM VISIT

- Patient is greeted by a nurse, screened for COVID, and completes the U/S Waiver.
- When completed, she is escorted to the U/S exam room and introduced to the medical professional performing the ultrasound.
- All medical information should have been gathered prior to this appointment and the purposes of a limited obstetric ultrasound explained. In the event that this is not the case, this will be completed.
- Patient is asked if she has experienced any bleeding/pain since her last visit. (Follow U/S policies and procedures)
- The medical professional performs the ultrasound per policy and procedures.
- When the ultrasound is completed, a discharge statement is signed and given to the patient as well as an ultrasound exit questionnaire.
- Pt receives ultrasound pictures taken during the exam and is escorted to the exit .
- The medical professional who completed the exam completes the patients chart and records to be signed off by medical director if not on site.
- U/S machine/exam room is cleaned appropriately between patients.

THE ROLE OF CHAPERONES DURING SONOGRAMS

All sonograms shall be performed with a third party witness or chaperone in the room. This person must be staff or volunteer of the PMC and not a friend or relative of the pregnant woman. The chaperone is **never to comment on fetal anatomy during the scan**, as this is a medical procedure. The sonographer should initiate all communication regarding what is seen on the screen.

Chaperones will be instructed about this during their training at the PRC. But please read and be aware so there is mutual understanding and we are able to work together in an efficient and cohesive manner

PROCEDURE:

1. The sonographer should first obtain a medical history alone with the patient to enable her to obtain accurate information regarding sexual history, etc. Consents will be signed.
2. Once the history and assessment is complete, the chaperone should be invited into the room. The initial images for documentation should not require more than 5-10 minutes, unless the scan is challenging or there is an unexpected finding, (i.e., such as an issue with maternal habitus, fetal demise, possible ectopic or fetal position that makes imaging difficult).
3. The sonographer should obtain her initial (6-8) documented images for the physician review before discussing any finding. The sonographer should inform the patient and advocate of the time of "silence," (she will not talk or answer questions) so they allow her to focus on the scan. This is especially important, as we truly do not know what will be discovered during the sonogram; such as a fetal demise or possible ectopic. The sonographer needs time to evaluate what she sees so as to avoid speaking prematurely or inappropriately. The advocate may engage the patient in casual conversation during this time. (Soft instrumental music may also play to provide an atmosphere of relaxation.)
4. During the initial scanning, the sonographer may opt to have the wall mounted monitor for patient viewing turned off, in the event there is a problem (such as fetal demise). This allows the sonographer time to fully assess the situation before sharing images with the patient.
5. When appropriate, the sonographer shall ask the chaperone to turn on the monitor for patient's viewing. The sonographer can explain what she is seeing, provide dating information, and answer questions.
6. The sonographer can ask the chaperone to step out and bring in anyone the patient has asked to be present for a short time of seeing images of the unborn child. No private medical information will be given to third parties unless the patient gives oral consent.
7. When the sonogram is completed, the sonographer shall release the patient to the Patient Advocate who served as the chaperone. At this time it is appropriate for the advocate to ask how the patient is feeling and thinking about her unborn and offer support and services.

Client Advocate Volunteer Job Description

Title: Client Advocate Volunteer

Supervisor: Pregnancy Resource Center Program Director

Description: Provides direct service to clients at Axia Center, a ministry of Living Alternatives

Duties:

1. Attends monthly Volunteer Staff Meetings and other seminars or educational events.
2. Maintains volunteer commitment as stated in the Volunteer Handbook.
3. Greets client and offers consultation, information, literature, referrals to programs and community resources to clients as appropriate.
4. Follows-up with clients as appropriate.
5. Participates in opening and closing procedures including the housekeeping cards.
6. Works with supervising director in offering feedback, and coordination of client care with other departments when desired or needed.
7. Performs other duties assigned as requested by supervisor.

Qualifications:

- ◇ Excellent listening and communications skills
- ◇ Solid commitment to pro-life and Christian conduct.
- ◇ Strong motivation to serve others.
- ◇ Successfully complete Living Alternatives PRC Training Program
- ◇ If post-abortive, completion of the CARE program as a participant.

Orientation Process & Evaluations

Orientation

- Tour the AXIA Center Facility
- Fill out and return an Application
- Spiritual leader reference received
- Background check results received
- Volunteer Agreement
- Statement of belief
- Schedule appointment to meet with Program Director

Interview

- Interview with Program Director

Training & Observation

- Attend the next quarterly AXIA training conference
- Complete 4 week shadowing with a advocate trainer

CONGRATULATIONS

You are now an AXIA Center Advocate!

Evaluations

- | | |
|---|-------------|
| <input type="checkbox"/> 3 Month Evaluation | Date: _____ |
| <input type="checkbox"/> 1 Year Evaluation | Date: _____ |
| <input type="checkbox"/> 2 Year Evaluation | Date: _____ |
| <input type="checkbox"/> 3 Year Evaluation | Date: _____ |
| <input type="checkbox"/> 4 Year Evaluation | Date: _____ |
| <input type="checkbox"/> 5 Year Evaluation | Date: _____ |
| <input type="checkbox"/> 6 Year Evaluation | Date: _____ |
| <input type="checkbox"/> 7 Year Evaluation | Date: _____ |
| <input type="checkbox"/> 8 Year Evaluation | Date: _____ |
| <input type="checkbox"/> 9 Year Evaluation | Date: _____ |
| <input type="checkbox"/> 10 Year Evaluation | Date: _____ |