



thePLACE

Volunteer Manual

2025

Contents

Mission	3
Vision	3
About the PLACE	3
Phone Numbers	4
Volunteer Types	4
Volunteer Opportunities	4
Background Check Requirements	5
Volunteer Training Requirements	5
Standards of Conduct	6
Confidentiality Policy	8
Abuse Reporting Policy	9
Alcohol/Drug policy	10
Non-discrimination policy	11
Criminal Records Policy	12
Underage Youth Volunteer Policy	12
Volunteer Grievance Policy	13



Mission

To ignite the potential in youth to exit homelessness and create self-determined, fulfilled lives.

Vision

All Colorado youth have safe housing, supportive relationships, and the opportunity for self-sufficiency and success

About the PLACE

The PLACE serves youth ages 15-25 through our three programs: shelter, outreach, and housing.

- **Shelter:** Our Shelter Program is a 20-bed facility serving youth ages 15-20. Our Shelter is open every day, provides 3 meals a day, and provides clients with individualized case management and resource navigation
- **Outreach:** Our Outreach Program connects youth experiencing homelessness ages 15-24 with tools for harm reduction and supplies for survival. Our staff work out of the Drop-In center which provides a welcome respite for clients and allows for resource navigation, development of positive relationships, and aid from trusted adults
- **Housing:** Our Housing Program is divided into three types of housing support: Transitional Housing, Rapid Re-Housing and Permanent Supportive Housing. Coming Soon is the Launchpad 50 units of Permanent Supportive Housing for homeless youth 18-25 at move-in

We also provide access to any additional resource that clients may need help with, focusing on education, employment, and health.



Phone Numbers

Shelter ----- (719)205-7129
Outreach ----- (719)244-3959
Volunteer Coordinator ----- (719)266-2654

Volunteer Types

- **Indirect:** An indirect volunteer works at the administrative office or the Shelter while clients are away, without direct interaction with clients.
- **General:** A general volunteer interacts with clients in the Shelter or Drop-In Center on a limited basis and is supervised by staff or lead volunteers at all times.
- **Lead:** A lead volunteer supervises other volunteers and works directly with clients.
- **Full-time:** A full-time volunteer collaborates with program, administrative, development, or other staff and may work directly with clients.

Volunteer Opportunities

- **Care and Share Order Pickup:** Pick up an order from Care and Share Food Bank and drive it to the shelter to be unloaded. (*Indirect*)
- **Cleaning:** Vacuum, mop, dust, wipe down surfaces in Admin office. (*Indirect*)
- **Inventory:** Inventory the type, size and number of in-kind donations. (*Indirect, Lead*)
- **Transport Donations:** Pick up in-kind donations from our admin office and deliver them to either the shelter or the drop-in center. (*Indirect*)
- **Shelter Meal Cooking:** Plan, prep, and cook breakfast (5-8am) or dinner (4-7pm). Serve the meal, clean up afterward, and store leftovers in containers in the fridge for future meals. (*General, Lead*)
- **Deep Clean Shelter:** Deep clean larger items at the shelter such as stove, fridge, cabinets, etc. (*Indirect, Lead*)
- **Organization:** Organize in-kind donations at the admin office, shelter, or drop-in center for proper distribution. (*Indirect*)
- **Shredding:** Shred any documents designated for shredding at the admin office, shelter, or drop-in (*General, Lead*)

All opportunities are available to any qualified volunteer (i.e. a lead volunteer can sign up for any indirect volunteer opportunity). If you have an idea for a volunteer opportunity that is not listed, please let us know!



Background Check Requirements

Volunteer Type	Sex Offender Check	BIU	CABS	TB Test
Indirect Volunteer	X			
General Volunteer	X			
Shelter Meal Cooking	X			
Lead Volunteer	X	X		
Full-Time/ Intern	X	X	X	X
Group Leader	X	X		
Group Members	X			

Volunteer Training Requirements

Volunteer Type	Volunteer Orientation	Volunteer Manual	Bloomerang	Safe Driving	Food Safety	the PLACE Safety	Trauma-Informed Care	Confidentiality	Policies, Procedures, & Regulations	Youth Engagement	Diversity, Equity, Inclusion & Accessibility	National Safe Place Program
Indirect Volunteer	X	X	X	X*	X*	X*						
General Volunteer	X	X	X	X	X	X		X				
Lead Volunteer	X	X	X	X	X	X	X	X	X	X		
Full-Time/ Intern	X	X	X	X	X	X	X	X	X	X	X	X
Group Leader	X	X	X	X*	X*	X*		X*				
Group Members	X	X		X*	X*	X*						

* Assigned as needed



Standards of Conduct

Compliance and Conduct

- **Follow All Policies and Guidelines:** Adhere to all rules, regulations, and instructions provided by staff.
 - Disclose any felony convictions or misdemeanors as required by state licensing regulations.
- **Prohibited Behaviors:**
 - No falsifying or omitting information on volunteer applications or agency records.
 - No possession or use of drugs or alcohol on PLACE property, offsite, during field trips, or while mentoring. (See Alcohol/Drug Policy)
 - No actual or threatened physical violence, verbal abuse, or harassment
- **Be punctual and reliable:** Arrive on time for your scheduled shifts and notify shelter staff in advance if you are unable to meet your commitments.
- **Take responsibility:** Follow through on your duties and tasks to the best of your ability and seek assistance when needed.
- **Attend training sessions:** Participate in all required training programs and continually seek to improve your skills and knowledge.

Appropriate Behavior and Attire

- **Language and Conduct:** Use appropriate language, avoid discrimination, and refrain from political or religious activity.
- **Promote inclusivity:** Encourage an inclusive environment where everyone feels welcome and valued.
- **Political and Religious Activity:** No volunteer shall make any public statement concerning any political or religious issue while acting in their capacity as a volunteer. Volunteers shall not make any such statements that may be constructed as the position or expression of opinion of the PLACE
- **Appropriate Attire:**
 - No gang-affiliated clothing.
 - Avoid sexually provocative clothing.
 - Shorts must be longer than fingertips when arms are at sides.
 - Shirts should not expose the chest or abdomen.
 - Avoid logos or slogans promoting alcohol, drug use, or containing profanity.



Working with Clients

- **Maintain Boundaries:** Establish and maintain appropriate boundaries with clients, avoiding any behavior that could be misinterpreted or lead to inappropriate relationships.
 - No outside contact, inappropriate activities, or relationships with clients.
 - No sexual contact or use of illegal substances with clients.
 - No physical contact with clients.
 - Do not share personal contact information (phone number, email, etc.)
 - Do not connect with clients on social media.
 - Do not share personal issues.
 - Do not give gifts or cash to clients.
 - Do not accept inappropriate personal gifts.
 - Do not invite clients to your home or live with a client.
 - Do not let one client monopolize your time.
 - Do not use gestures, tone of voice, clothing, anything that can be considered flirtatious and sexual
- **Treat all individuals with respect and dignity:** Acknowledge the inherent worth of every person and refrain from any form of discrimination, harassment, or abuse. (See Non-Discrimination Policy)
- **Maintain confidentiality:** Safeguard the privacy and personal information of all residents and staff members, sharing details only on a need-to-know basis within the organization. (See Confidentiality Policy)
- **Ensure safety:** Report any safety concerns, hazards, or suspicious activities to staff immediately. (See Abuse Reporting Policy)
- **Be supportive:** Offer encouragement and support to residents, promoting a positive and nurturing environment.
- **Transporting Clients:** Obtain approval before transporting clients. Volunteers must meet PLACE criteria and be accompanied by a staff member if transporting multiple clients.

By adhering to these standards, volunteers can play a vital role in creating a positive and transformative experience for the youth at the shelter. Volunteers are part of the PLACE team and can terminate their service at any time, with or without cause.



Confidentiality Policy

During your time volunteering with the PLACE, there may be access to information that the PLACE considers confidential. This includes client and other proprietary information, trade secrets, and intellectual property to which the place retains certain rights

All client and the PLACE-related information including, but not limited to files, documents, statistical summaries, statements, or other agency materials, are considered confidential and should not be disclosed outside the PLACE, except as indicated below.

Client information, including the client's presence at the PLACE, may not be disclosed to any third party unless an appropriate release of information is on file or the disclosure is required for auditing or legal purposes. This includes talking about cases at school, in public areas both inside and outside of the workplace, and in our personal lives.

Client information may not be removed from any facility or copied in any manner unless prior approval is obtained from your supervisor. When communicating about a client, avoid using the last name in e-mail, Comm Log, or where an external party may overhear.

Sharing information about clients with staff or volunteers should only be conducted on a need-to-know basis. When discussing clients or other confidential information on the phone, be aware of your surroundings and ensure that the conversation is not able to be overheard. When computer screens or phone screens are unattended, they should be locked. When accessing client or other confidential information via a screened device, be aware of your surroundings to ensure content cannot be seen by others.

There are certain situations in which a signed release of information is not required including:

- Contact with a legal guardian of a youth who is under 18 years of age
- Contact with law enforcement concerning any client who has an outstanding warrant or other law enforcement issue
- Notification of child protection services in the case of suspected abuse or neglect
- Contacting the police and/or mental health crisis interventionist in cases where there is reason to suspect that clients may be at risk of hurting themselves or others
- Contacting medical professionals in cases of serious injury or life-threatening conditions where clients are unable to speak for themselves.

If at any time a staff member is unsure of the confidentiality guidelines in a specific situation, he/she should consult their supervisor or a member of the management team



Abuse Reporting Policy

Child abuse is an act or omission in one of the following categories that threatens the health or welfare of a child. Types of Abuse Include:

- Physical Abuse
- Sexual Abuse
- Human Trafficking
- Emotional Abuse
- Institutional Abuse

Neglect is the failure of a parent, legal guardian, or custodian to provide for a child's basic needs. Types of Neglect Include:

- Emotional Neglect
- Physical Neglect
- Educational Neglect
- Medical Neglect
- Lack of Supervision

The PLACE staff will meet all responsibilities mandated under the Child Abuse Reporting Law. The law requires those who work with or have contact with children to report suspected abuse to the proper authorities. As a volunteer, you are required to report to your facility staff any time you *suspect* a youth to be a victim of child abuse (as defined above) as quickly as possible.

That staff member will then take steps to determine if this is information we have already received and acted on, or if this is new information. If this is new information, staff will gather the necessary information to make a report on anyone under the age of 18. If the youth is 18 or over, they will be informed that it is their decision whether to report, and if they would like to, they will be assisted in the process.



Alcohol/Drug policy

The PLACE is a drug-free workplace and operates under the Drug-Free Workplace Act of 1988. The possession, buying, selling, or being under the influence of alcohol or non-medically prescribed controlled drugs, including medical or recreational marijuana, during work hours is a violation of the PLACE policy. Any volunteer under the influence, selling or aiding or abetting others in any manner in the use, possession, selling or buying of alcohol or drugs on the PLACE property or during working hours is subject to corrective action, up to and including immediate termination.

Prescription Drugs

Volunteers who are taking prescription medications that may impair their ability to perform their functions safely must notify their supervisors immediately so that measures can be taken to assure safety of the volunteer, staff, and clients. Possession and use of medical or recreational marijuana on the PLACE premises or while performing volunteer duties away from the PLACE is prohibited.

Notification of Possession and Impairment

Working after the apparent use of alcohol, marijuana (medical or otherwise), a controlled substance or abuse of any other substance is prohibited. Possession of legal drugs, where such possession (except medical or recreational marijuana) is part of a health care provider's treatment plan for the volunteer, is permitted so long as there are no side effects of the medication that negatively impact the volunteer's ability to do the job.

It shall be the responsibility of each volunteer who observes or has knowledge of another volunteer in a condition which impairs the volunteer in the performance of his/her job duties, or who presents a hazard to the safety and welfare of others, or is otherwise in violation of this policy, to promptly report that fact to a staff member.

Alcohol Consumption at Events

Due to the nature of the PLACE fundraising events, it is realistic to expect that sale and consumption of alcohol may be part of the activities. The PLACE is a strong proponent of assuring that this occurs responsibly, and precautions are taken to limit potential harm to attendees at these events. The PLACE is particularly sensitive to this issue because of the nature of some of the issues, such as substance abuse, that our clients face, and because many of our clients are minors. For this reason, the following policies have been established: Volunteers who attend events should use discretion and moderation in



alcohol consumption. During these times, volunteers are considered representatives of the PLACE.

- Volunteers will not serve alcohol at the PLACE sponsored events. Other volunteers will be asked to assist with this function.
- Volunteers are prohibited from consuming alcohol at events where there are current youth in attendance whether staff members are guests, working or volunteering at the event.
- Volunteer-specific parties or celebrations (to which the PLACE youth will not be invited) are not fundraising events and, while the PLACE does not prohibit consumption of alcohol at such events, volunteers should engage in safe and responsible alcohol consumption.

Non-discrimination policy

The PLACE supports a safe environment for ALL youth, staff, volunteers, and visitors.

We expect you to respect staff, volunteers, youth, the PLACE property, and the surrounding community. This includes but is not limited to recognition of each individual's right to respect in areas of race, nationality, ethnicity, age, class, gender identity, gender expression, sexual orientation, educational background, religion/spirituality, or ability status.

We will not tolerate violence, abuse, threats, foul language, sexual activity, gang-related activity/clothing, or any racially charged, homophobic, transphobic, sexist, religious or otherwise discriminatory slurs. This includes, but is not limited to:

- Name calling/Taunting
- Slurs or "jokes" of any kind (racial, homophobic, transphobic, sexist, religious)
- Verbal or Physical aggression (yelling, posturing, raising a fist, pushing, shoving, hitting, horseplay, fighting)

In the case of inappropriate discussion, cussing, and other similar behaviors staff will ask a volunteer to take a step back, regain respect for self and others, and correct the situation. If behavior does not change, a discontinuation of service with the PLACE may result.

In the case of threats, verbally aggressive, hostile, violent, and other similar behaviors, volunteer service may be restricted, and a meeting may be necessary before resuming volunteer service at the PLACE.



Criminal Records Policy

Prior to working at the PLACE, all volunteers are required to submit to a criminal records check. Criminal records searched include

- Colorado Bureau of Investigation (CBI) – *full-time volunteers only*
- Sex Offenders Search (NSOPW) – *all volunteers*
- FBI fingerprint check – *full-time volunteers only*
- Trails Background Check – *lead and full-time volunteers*

In accordance with childcare facility licensing rules, the PLACE will not accept volunteers with certain convictions for any form of work. For further details see: 12 Colorado Code of Regulations § 2509-8-7.701.33. Generally, this includes crimes of violence, sexual perpetration, child abuse, and drug/alcohol-related offenses. At the sole discretion of the Chief Executive Officer, volunteers with misdemeanor convictions or certain other convictions five or more years ago may be approved for volunteer service.

Any volunteer convicted of a crime (other than minor traffic violations) must notify the PLACE within five calendar days of the conviction. Failure to do so may result in termination of volunteer service.

Disputing Criminal Record Check Results

Human Resources will be notified if applicant criminal record results are returned with a disqualifying conviction. The Volunteer Coordinator will be immediately notified if employee criminal record results are returned with a disqualifying conviction.

Should the PLACE make an adverse decision based upon the results of the criminal record check, the volunteer will be notified by the Volunteer Coordinator.

Volunteers will have the opportunity to dispute the accuracy of the criminal record check report. The dispute must be presented in writing to Human Resources within five (5) working days and should contain copies of complete court disposition and/or other legal documents that refute the report's findings.

Underage Youth Volunteer Policy

All Volunteers must be 16 years or older. Volunteers under the age of 18 must have a parent or guardian present while volunteering and must have a signed consent form from their parent or guardian.



Volunteer Grievance Policy

Procedure

1. **Informal Resolution:** Volunteers should first try to resolve issues directly with the party involved.
2. **Formal Grievance:** If unresolved, submit a written grievance to the Volunteer Coordinator, detailing the issue, persons involved, and desired outcome.
3. **Acknowledgment:** The Volunteer Coordinator will acknowledge receipt within five (5) working days.
4. **Investigation:** An investigation will be conducted, usually within thirty (30) working days. Parties involved will be interviewed, and relevant information gathered.
5. **Resolution:** The volunteer will receive a written summary of the findings and recommendations.
6. **Appeal:** If unsatisfied, submit a written appeal to the Executive Director within ten (10) working days. A final decision will be made within twenty (20) working days.

Confidentiality and Non-Retaliation: Grievances are confidential; only shared on a need-to-know basis. Retaliation against volunteers for raising concerns is prohibited.

