



Service Standards & Basic Procedures

Casa de Misericordia and the Lamar Bruni Vergara Education Center take pride in living the Mercy Spirit by following a set of service standards to maintain the best quality of services to the community. These service standards include:

1. Treating everyone as a valued individual.
2. Seeking out and addressing customer needs.
3. Making eye contact, greeting and welcoming everyone.
4. Displaying a positive presence.
5. Working as a team.
6. Keeping a clean environment.
7. Living the mercy spirit.

In addition to these service standards, Casa de Misericordia and the L.B.V. Education Center follow a set of rules for ALL volunteers who assist in any events of our organization.

These sets of rules include:

1. Following the dress code:
 - a. No sleeveless shirts or tank tops.
 - b. No short skirts or shorts.
 - c. No clothing or accessories that contain profanity.
 - d. No flip flops or open toe shoes
2. Arrive on time
3. Calling and informing someone from the Administrative Team if you are going to be absent or late (956-726-0151).
4. Informing an appropriate staff member if you have to leave before the event finishes.
5. The use of cell phones during events is completely prohibited. If needed, there is telephone that can be used in the reception area.
6. Storing your purse, backpack, or any other personal item in a place provided by our facility.
7. Be considerate and attentive of the children and their safety at all times.
8. If you notice anything unusual or have any questions or concerns, please address this with a member of the Administrative Team.
9. When we have events, (Halloween, Thanksgiving, etc.), volunteers are welcome to participate and eat with the families but only AFTER the families have been served. Please ask a staff member first.
10. Under no circumstances can volunteers take pictures of ANYONE, children or adults, in our facilities.
11. Remember that socializing with other volunteers is best left for a different time; interact with and befriend the children.
12. Have fun and enjoy yourselves! When you enjoy volunteering, our children enjoy spending time with you.
13. Always maintain confidentiality.



**Casa de Misericordia
Lamar Bruni Vergara Education Center**

Volunteer Orientation

Welcome

Prayer

What is Domestic Violence

Domestic violence can be defined as a pattern of behavior in any relationship that is used to gain or maintain power and control over an intimate partner. Domestic violence can happen to anyone of any race, age, sexual orientation, religion, or gender. It can happen to couples who are married, living together or who are dating. Domestic violence affects people of all socioeconomic backgrounds and education levels.

Types of Abuse

- Emotional/Verbal Abuse/Psychological
- Financial Abuse
- Sexual Abuse
- Physical Abuse

How are children affected?

- Feeling responsible for the abuse
- Constant anxiety
- Grief
- Guilt for not stopping the abuse
- Fear of abandonment
- Need for excessive adult attention
- Fear of physical harm to themselves
- Embarrassment
- Runaways
- Substance abuse
- Sleeping disorders
- Eating disorders
- Teen pregnancy
- Violence at school (bullying)
- Truancy/Drop out of school
- New generations of violent families

Casa History

1998 - Approximately 87 families / 2009-Approximately 280 families

(Numbers are unduplicated.) Take into consideration that some victims return to their abuser for various reasons, including:

- Economical concerns
- Undocumented
- Fear of losing their children
- Housing concerns
- Low self-esteem
- Fear of not making it on their own
- Lack family in the area
- Other
- Also, many of them are unaware of the laws in the U.S.

Law Enforcement should

1. Always escort families to the shelter, and
2. Males should be escorted to the Education Center.

Casa de Misericordia Services

- 24 hr. Hotline
- Shelter
- Food
- Clothing
- Hygiene Products
- Counseling
- Referral letters (Housing, Medical Assistance, SNAP, Counseling Services, Workforce, Legal assistance, other partner agencies Etc.)
- Legal Advocacy
- School supplies for children
- Tutorials
- Outings for the families (e.g. mall, movies, bowling)

Education Center Services

- Counseling for the community
- Classes (e.g. ESL, comp., sewing, beauty, zumba, art, crafts, guitar, mechanics, aerobics, PreGED, Primaria & Secundaria)
- Workshops
- Support Groups
- Summer Camps
- Tutorials for children (residents and ex-residents)
- School supplies for children

- Classes for adolescents (piano, guitar, and art)
- Waivers of phone, gas, and electric bill deposits
- Dec. 2006, Sisters of Mercy Recreational Center opened

Expansion of CASA

- 2004 Lamar Bruni Vergara Education Center
- 2008-2009 Added bedrooms, laundry room, meeting and filing room, expanded kitchen, dining room
- 2011 Garden of Hope
- 2012 Matti Smith Family Center
- 2012 Construction of brick wall for recreational park
- 2014 McAuley Service Center
- 2015 Hiring of Fiscal Manager
- 2016 Hiring of Data Recording Coordinator
- 2017, Reorganization of Education Center Leadership.

The primary goal of Casa de Misericordia is to empower the women and children who have been victims of domestic violence. We do this through the services mentioned above in order to break the cycle of domestic violence.

The children that are part of our program receive orientation about gangs, healthy relationships, drugs, alcohol, and other topics of their choice in an environment that is safe and encourages the expression of their opinions and questions.

Statistics show that a victim of Domestic Violence will leave an abusive relationship 7 times before she leaves for good. Leaving also happens to be the most dangerous time for a victim.



Volunteer Application / Aplicación para Voluntarios

Name/Nombre: _____ D.O.B./Fecha de Nacimiento: _____

Address/Domicilio: _____ State/Estado: _____ Zip Code/Código Postal _____

Tel. no./Teléfono: _____ Email Address/Correo Electrónico: _____

Occupation/ Trabajo: _____ Work No./Teléfono de trabajo: _____

Students/Estudiantes

What school are you attending? ¿A qué escuela está asistiendo? _____

Grade/Grado _____

Are you completing an internship/practicum at this site? ¿Está usted haciendo prácticas? _____

Professor's Name/Nombre de Instructor _____ Teléfono: _____

Do you need our signed verification of your total number of hours completed? ¿Necesita verificación de horas?: _____

List any previous related volunteer/paid experience. Por favor apunte su experiencia de trabajo como voluntario.

Organizations Organizaciones	Work Performed ¿Cuál fue su labor?	How long? ¿Por cuánto tiempo?	Contact Person Persona para contactar?
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List a personal reference other than a relative. Por favor apunte una referencia que no sea pariente.

Name/Nombre	Relationship/Relación	Telephone / Teléfono
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In case of an emergency, contact/ En caso de emergencia podemos contactar a:

Name/Nombre	Relationship/Relación	Telephone / Teléfono
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What kind of work would you like to do?/
¿Que clase de trabajo le gustaría hacer?

Activities with children/Actividades con niños____

Activities with women/Actividades con
mujeres____

Office Work/Trabajo en la oficina ____

Computer projects/Proyectos de computación____

Cleaning/Limpieza ____

Other (explain)/ Otras cosas (explique)

What days/times are you available? / ¿Cuáles son los
días y horarios en que puede ayudar?

Length of Committment/Tiempo de su apoyo:

A few months/Unos cuantos meses____

One year/Un ano____

More than 1 year/ Más de un año____

The above information is regarded as confidential. However, some of the information is necessary for documentation on Federal Grants and may also be useful for long-term research on Domestic Violence. Casa de Misericordia reserves the right to use statistical data for such purposes when it does not endanger confidentiality in our judgement.

La información que ha dado es confidencial. Pero, alguna información es necesaria para documentación para becas federales y se usara para estudios de Violencia Doméstica. Casa de Misericordia tiene el derecho de usar datos estadísticos cuando no pone en peligro al voluntario(a).

I affirm the information I provided on this application are true and accurate./Yo afirmo que los datos dados por mí son correctos y verdaderos.

Signature/Firma_____

Date/Fecha_____

Staff use:

This volunteer completed the following:

Signed the Confidentiality Agreement Form____

Watched Appropriate Videos ____

Read Literature Provided____

Attended Workshops/Orientations (when possible)____

Approved by:_____Title:_____Date:_____

VOLUNTEER STATEMENT OF AGREEMENT

Congratulations! You have now completed the orientation training provided for new volunteers assisting at Casa de Misericordia. In order to reap the maximum benefit from your investment to the agency, we require that volunteers agree to abide by policies designed to insure competence, efficiency, reliability, confidentiality, and accountability. We trust your work as a volunteer will be rewarding and we are very happy that you have joined us.

Felicidades! Usted ha completado la orientación y entrenamiento para ser voluntario(a) en Casa de Misericordia. Para poder cumplir con los requisitos de competencia, confidencialidad, detalles, y honestidad. Tenemos toda la confianza en su trabajo como voluntario y estamos contentos que están con nosotros.

Volunteer's Name / Nombre de Voluntario(a): _____

1. I will volunteer the following days and times / Yo sere voluntario en los días y las horas siguientes:

Keep in mind that this is for planning purposes and can be changed by notifying Zeina Ramos or Karina Hernandez / Tenga en mente que este es para planear nuestras actividades y se pueden cambiar al llamar a Zeina Ramos o Karina Hernandez.

2. I will account for my time volunteering by signing in upon arriving at the Education Center / Yo voy a anotar mi tiempo de voluntario en las paginas de tiempo llegando en el Centro de Educación.
3. If I am unable to serve when scheduled, I will call Mrs. Ramos / Ms. Hernandez or leave a message with a staff member / Si no puedo ir cuando estoy apuntado, yo le hablare con Mrs. Ramos / Ms. Hernandez
4. I will respect and maintain the confidentiality of all information pertaining to individuals seeking help from the shelter / Yo voy a respetar y mantener la confidencialidad de toda el información de los individuos que buscan ayuda en el refugio.
5. To the best of my ability, I will keep up to date on policies and procedures which apply to the shelter / Me comprometo, a mantener todos los reglamentos y requisitos que aplican a el refugio.
6. I will make proper utilization of the forms used for documentation of incoming calls, both those applying to general information as well as crisis hotline calls / Yo voy a usar las formas necesarias para apuntar todas las llamadas que entran que aplican a la información general y de las llamadas de crisis.
7. If I decide to discontinue my volunteer participation, or if I am unable to fulfill my responsibilities outlined in this agreement, I will notify Mrs. Ramos / Ms. Hernandez immediately / Si yo decido ya no participar o si no puedo participar, le aviso a Mrs. Ramos / Ms. Hernandez inmediatamente.

Volunteer Signature /Firma de Voluntario(a) _____ Date /Fecha _____

Volunteer Coordinator Signature / Firma de Coordinadora de Voluntarios _____



VOLUNTEER COMMITMENT CONTRACT

As a volunteer of Casa de Misericordia Lamar Bruni Vergara Education Center, I _____, agree to the following terms:

- Respect the confidentiality
- I will follow all policy and procedure guidelines.
- I will expand my knowledge of Casa de Misericordia Lamar Bruni Vergara Education Center by participating in any assigned meeting or information to volunteers as required.
- I will provide excellent service to the families.
- I will treat everyone equally, without prejudice or bias.
- I will set the example and be at my best behavior.
- I will be a positive spokesperson for onsite and offsite.
- I will contact staff members ahead of time when I will be late or absent for a shift.

Volunteer Signature _____

Date _____

Confidentiality Policy:

Casa de Misericordia (Casa) strongly believes in victims of domestic violence reclaiming their lives. When victims of domestic violence seek services through Casa, they do so with the belief and faith that all communication of intimate personal and private matters will be kept confidential. "Confidential" means that you are free to talk about Casa de Misericordia's services and your position, but you are not permitted to disclose names or identifying information about residents or non-residents or personal information about staff, student interns, volunteers, or board members.

Confidentiality extends to all personal information and communications, observations and information made by and between or about adult and child residents and non-residents, staff, volunteers, student interns, and board members. Communications are confidential whether made by adults or children, and whether to or between staff, volunteers, student interns or board members of Casa de Misericordia. This includes all client, service and administrative records, computer records, including any and all logs/records resulting from telephone contacts, and any other work product of staff related to services to residents, non-resident, and crisis hotline telephone calls. Photographs can only be taken with permission from the client and from Executive Director or her designee. Photographs taken of clients, staff or volunteers are also considered confidential.

The shelter location/physical address must be maintained confidential at all times as this endangers not only the lives of residents or non-residents, but to all personnel present in the shelter facility. Confidentiality extends/includes the address of employment, residence and family addresses of residents and non-residents, staff, volunteers, student interns, board members and others related to the program. Identifying information of residents and non-residents and personal information of staff, volunteers, student interns, and board members will not be disclosed without the written permission of the individual involved.

Violation of this policy will be considered grounds for termination or termination of the relationship with the program. This policy is intended to protect you as well as Casa de Misericordia because in extreme cases, violations of this policy also may result in personal liability.

With this in mind:

____ I agree to keep confidential the shelter's address/location.

____ I will maintain confidential names, identifying information, communications and observations of individuals and families receiving services through Casa de Misericordia. I will maintain confidential personal information of staff, student interns, volunteers, or board members.

____ I will not use my position to obtain or access confidential resident or nonresident information.

____ I agree that confidentiality will be maintained after I leave Casa de Misericordia.

Name: _____

Position: _____

Signature: _____

Address: _____

Date: _____

Telephone Number: _____

July 2017