

MENTAL HEALTH ASSOCIATION
of Minnesota **mham**

*Improving lives for people
with mental illnesses*

Volunteer Handbook

Mental Health Association of Minnesota Volunteer Handbook

Welcome Volunteer!

On behalf of the Mental Health Association of Minnesota (MHAM), we would like to express our heart felt gratitude for your contribution to the Association's mission to improve the quality of life of people with mental illnesses and promote mental health. The Information contained in the following pages will provide you with the details you need as a volunteer for MHAM.

Your time, effort, and enthusiasm make our services better, and we want you to know that we are deeply touched by your spirit of community and willingness to extend a helping hand. Without you, we couldn't pursue justice and recovery for people with mental illnesses. We are proud of your efforts and hope that you recognize how valuable you truly are. Thank You!

Sincerely,

Ed Eide
Executive Director

Nancy Paul
Program and Development Associate

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About MHAM

The mission of the Mental Health Association of Minnesota (MHAM) is to enhance mental health, promote individual empowerment, and increase access to treatment and services for persons with mental illnesses.

Our vision is improved lives for people with mental illnesses.

MHAM is Minnesota's first mental health advocacy and education organization. We are the voice of people living with mental illnesses in the community, the media, and public policy.

MHAM was founded in 1939 by family members, mental health professionals, social reformers, and other community leaders who were deeply concerned about the conditions faced by people living in the custodial settings of the time.

Today, we pursue justice and recovery for people with mental illnesses through our Advocacy and Education Programs:

- **Individual Advocates** help individuals and families navigate the mental health system and access community resources for mental health care, housing, employment, and other services.
- Our **Public Policy Advocacy** program represents people with mental illnesses to: ensure and maintain parity in health care coverage for mental health; increase funding for community-based services; improve services in local communities through county funding from the state; and ensure due process for social services.
- Through our **Education Program**, we raise awareness of mental health issues in the general public and offer programs and resources to individuals, families, businesses, and youth.

Location

2021 East Hennepin Avenue, Suite 412, Minneapolis, MN 55413

Hours

Monday through Friday, 9 am until 4:30 pm

Contact Information

Phone: 612-331-6840 or 800-862-1799

Fax: 612-331-1630

Website: www.mentalhealthmn.org

Email: info@mentalhealthmn.org

Holiday Schedule

The MHAM office is closed on the following days:

- New Year's Day
- Martin Luther King Jr. Holiday
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

Should any of these holidays fall on a Saturday, the previous Friday will be observed. Should any occur on a Sunday, the following Monday will be observed.

MHAM Staff

Ed Eide, Executive Director
Brett Dumke, Business Initiative Coordinator
Margaret O’Neill Escabí, Director of Development
Tom Johnson, Client Advocate
Kathleen Kelso, Director of Public Policy
Nancy Paul, Program and Development Associate
Audrey Peer, Education Coordinator
Alida Purmalietis, Client Advocate

MHAM Board of Directors

Pete Thelen, President
William Hippee, JD, Past President
Ellen Joseph, Vice President
Elizabeth Collins, Secretary
A. Brian Doran, Treasurer
Linda Cutler, At-large Member
Maren McMillan, PsyD, At-large Member

Colleen Baggs, RN
Janice Buntz
Mary Doucette
Ronald Groat, MD
Laurie Kramer
Steven Lutzwick, MD
Jennifer Martin
Bobby Nemer
Beth Silverwater
Benjamin Smith, JD

Becoming a MHAM Volunteer

To become a volunteer for MHAM, go to www.mentalhealthmn.org, click on “Volunteers” on the left hand side of the homepage, and download a volunteer application. If you do not have internet access, please call 612-331-6840 or 800-862-1799 to request a volunteer packet.

On our website and in the volunteer packet you will find information about MHAM, volunteer position descriptions, and a volunteer application. Read through the materials. If there is a volunteer position that interests you, fill out the application and return it to us. If you are filling out the application online, you can email it to info@mentalhealthmn.org. If you received the packet in the mail, you can return the application in the enclosed postage paid envelope.

Once we receive your application, we will review it and forward it to the program for which you are applying. If there is an opening available, and we believe you are qualified for that position, a staff person will contact you to set up an interview. At the interview, you’ll have the opportunity to share information about yourself, and we will share our needs for a volunteer. Please be aware that completing an application and participating in an interview are not guarantees that you will be placed in a volunteer position. Also, there are times when volunteer positions are full. If this is the case, we will keep your application on file and contact you when a position becomes available.

If you are offered a volunteer position with MHAM, we will set up a time for a one-hour orientation where we will go over our policies and expectations, give you a tour of our office, and introduce you to other staff members and volunteers. At the orientation, you can establish a volunteer schedule with your supervisor. If training is required for your position, it can be scheduled at orientation as well.

Volunteer positions vary in time requirements and length of commitment. Hours for most of our volunteer positions are fulfilled during regular business hours, Monday through Friday, 9 am until 4:30 pm in our office in Minneapolis. There are some positions, like Special Events, that may require weekend or evening hours.

Volunteer Rights and Responsibilities

MHAM greatly appreciates the time and talent that volunteers bring to the agency, and we pledge to respect your rights at all times.

Volunteer Rights

- To do meaningful and satisfying work.
- To be carefully assigned to projects which meet your interests, skills, and needs.
- To be oriented to the agency – its mission, goals, staff, activities, and policies.
- To be trained appropriately for your work.
- To receive supervision and guidance throughout your volunteering experience, as well as regular and constructive feedback on performance.
- To show initiative and leadership.
- To make mistakes and learn from them.
- To voice your opinion and have input into agency procedures.
- To be treated like a co-worker.
- To be included in appropriate meetings, training sessions, and social functions.
- To have your service hours documented in letter or certificate upon request.
- To be free from discrimination on grounds of age, gender, marital status, race, sexuality, religion, and disability.

Volunteer Responsibilities

- To be reliable and carry out work to the best of your ability in a way that corresponds to the goals, values, and ethics of MHAM.
- To be open and honest with MHAM about your expectations and abilities.
- To fully participate in the interview, orientation, training, and evaluation processes.
- To provide timely and constructive feedback to MHAM.
- To maintain confidentiality and privacy with regards to agency information, clients, and staff.
- To show respect to staff members, other volunteers, and the people we serve.
- To acknowledge decisions made by staff members or the Board of Directors on behalf of the organization.
- To fulfill time and task commitments.
- To inform your supervisor in a timely manner if unable to fulfill commitments.
- To accurately record volunteer hours on a weekly basis.
- To be an Ambassador of Good Will and represent MHAM in the community.

Volunteer Policies and Procedures

Equal Opportunity

It is the policy of MHAM to provide equal opportunity to all volunteers and employees in accordance with all applicable laws, directives, and regulations of federal, state, and local governing bodies or agencies.

MHAM will not discriminate against any volunteer because of race, color, religion, national origin, gender, sexuality, disability, age, marital status, or status with regard to public assistance.

Harassment

All volunteers and employees will be treated with respect and dignity.

Statement of Principles:

- Everyone is entitled to a respectful workplace environment.
- Sexual harassment and harassment that is based on race, color, religion, national origin, gender, sexuality, disability, age, or marital status is prohibited.
- Each volunteer and employee has responsibility for preventing harassment and maintaining a respectful workplace
- Retaliation against volunteers for opposing harassment, for reporting an incident of suspected harassment, or for participating in the investigation of harassment complaint will not be tolerated.
- No employee or volunteer regardless of position, has the right to violate any of these principles.

Use of Alcohol, Drugs, and other Intoxicants

The use, possession, distribution, and sale of alcohol, illegal drugs, or other intoxicants by volunteers is strictly prohibited at all MHAM facilities and at any time volunteers are on duty or in the presence of people served by MHAM. Volunteers are required to report for duty in a sober and reliable state, free of the influence of alcoholic beverages, illegal drugs, or other intoxicants. Volunteers are not to use any such intoxicants while on duty, or at any time when entrusted with the care of people served by MHAM. Whether or not a volunteer is on duty, consumption or possession of alcoholic beverages, illegal drugs, or other intoxicants is not allowed on MHAM premises or facilities or on any outings where people served by MHAM are in attendance.

Confidentiality of MHAM Information

MHAM regards the confidentiality of its records and those of the people served by MHAM as essential to the provision of services. Volunteers are responsible for assuring that all records

and information remain confidential in accordance with all applicable state and federal statutes, rules, and regulations.

The supervisor must approve duplication of MHAM or individual information for purposes outside of MHAM. Duplication of information that is not required as part of volunteer duties is not allowed.

MHAM's reputation is a valuable asset. Disclosure of confidential or proprietary information, or the spreading of libelous or malicious information about persons served by MHAM, its facilities or programs, other volunteers, employees, or services provided, may result in termination.

Relationships between Clients and Volunteers

For the safety and well-being of clients, staff, and volunteers, it is important that professional boundaries between clients and volunteers be maintained. These boundaries ensure that focus remains on the client and allows MHAM to provide the best service possible.

- When answering the phone, use your first name only.
- Do not share personal contact information, such as email address, phone number, or home address with clients.
- Do not accept gifts or money from or lend personal items or money to clients.
- Do not perform professional services, such as counseling, for clients.
- Do not be afraid to say no to a client if he or she expresses interest in a relationship other than a professional one. Explain that your work should focus on the person you're helping.
- If a client crosses any of these boundaries, contact your supervisor so that staff can address the issue with the client.

Communication Resources Policy

The purpose of agency-supplied communications resources is to conduct and support MHAM work, consistent with our mission. MHAM computer equipment and supplies (all agency supplied communication technologies) are the property of the agency and should only be used for agency-related programs and purposes.

All communications originating from MHAM and identifiable as such are to be treated as business documents.

Security and Privacy

Staff and volunteers are encouraged to use personal passwords and maintain their computer so that unauthorized access to computer systems through public areas of the agency or by remote access is unlikely.

Non Business Communication

Incidental and occasional personal use of MHAM equipment is permitted, such as telephone calls to and from family.

Policy Violation and Notification

- Please be cautious when opening emails or materials via the internet that appear suspicious or are coming from individuals or organizations that you are unfamiliar with. This procedure will prevent email viruses and inappropriate materials.
- If you inadvertently open an attachment and discover that it contains inappropriate materials, please advise the Program and Development Associate, so that the materials can be dealt with appropriately.
- If you discover inappropriate materials on an agency computer, please notify the Program and Development Associate as soon as possible so that the event can be documented and dealt with appropriately.

Media Policy

It is imperative that all public statements to the media (including, for example, newspapers, radio, television, public forums where media may be present, program specific presentations, speeches, panels, and film) are consistent with and accurately reflect the mission of MHAM. The Board of Directors has reserved the right to make all public statements concerning MHAM's policies, beliefs, mission, or role of the organization to the Executive Director and/or certain appointed Board members. Any statements to media sources by MHAM volunteers must be screened and approved under the discretion of the Executive Director prior to any statements being made.

Media contact of any kind by a volunteer must not reflect personal agendas, beliefs inconsistent with MHAM's accepted mission and role in the community, and the name MHAM may not be used in making statements concerning issues and agendas of other organizations or personal concerns.

Any volunteer may, and is encouraged to, maximize the visibility and image of MHAM in a manner consistent with the recognized mission and agenda of the organization, and to educate the public and bring about a better understanding of the mission and ongoing work of MHAM while carrying out the responsibilities of their position and job description.

Any unauthorized statements or statements that discredit or misrepresent the mission and role of MHAM or deviate from this policy shall be subject for dismissal.

Conflict of Interest Policy

This conflict of interest policy is designed to help directors, officers, volunteers, and employees of MHAM identify situations that present potential conflicts of interest and to provide MHAM with a procedure which, if observed, will allow a transaction to be treated as valid and binding even though a director, officer, volunteer, or employee has or may have a conflict of interest with respect to the transaction. The policy is intended to comply with the procedure prescribed in Minnesota Statutes, Section 317A.255, governing conflicts of interest

for directors of nonprofit corporations. In the event there is an inconsistency between the requirements and procedures prescribed herein and those in section 317A.255, the statute shall control. All capitalized terms are defined Part 2 of this policy.

1. Conflict of Interest Defined For purposes of this policy, the following circumstances shall be deemed to create Conflicts of Interest:

Outside Interests

- A Contract or Transaction between MHAM and a Responsible Person or Family Member.
- A Contract or Transaction between MHAM and an entity in which a Responsible Person or Family Member has a Material Financial Interest or of which such person is a director, officer, agent, partner, associate, trustee, personal representative, receiver, guardian, custodian, conservator, or other legal representative.

Outside Activities

- A Responsible Person competing with MHAM in the rendering of services or in any other Contract or Transaction with a third party.
- Responsible Persons having a Material Financial Interest in; or serving as a director, officer, employee, agent, partner, associate, trustee, personal representative, receiver, guardian, custodian, conservator, or other legal representative of, or consultant to an entity or individual that competes with MHAM in the provision of services or in any other Contract or Transaction with a third party.

Gifts, Gratuities, and Entertainment A Responsible Person accepting gifts, entertainment, or other favors from any individual or entity that:

- Does or is seeking to do business with, or is a competitor of MHAM; or
- Has received, is receiving, or is seeking to receive a loan or grant, or to secure other financial commitments from MHAM;
- Is a charitable organization operating in Minnesota;
- Under circumstances where it might be inferred that such action was intended to influence or possibly would influence the Responsible Person in the performance of his or her duties. This does not preclude the acceptance of items of nominal or insignificant value or entertainment of nominal or insignificant value which are not related to any particular transaction or activity of MHAM.

2. Definitions

- A “Conflict of Interest” is any circumstance described in Part 1 of this policy.
- A “Responsible Person” is any person serving as an officer, employee, volunteer, or member of the Board of Directors of MHAM.
- A “Family Member” is a spouse, domestic partner, parent, child or spouse of a child, brother, sister, or spouse of a brother or sister of a Responsible Person.
- A “Material Financial Interest” in an entity is a financial interest of any kind, which, in view of all the circumstances, is substantial enough that it would or reasonably could, affect a Responsible Person’s or Family Member’s judgment with respect to transactions to which the entity is a party. This includes all forms of compensation.
- A “Contract or Transaction” is any agreement or relationship involving the sale or purchase of goods, services, or rights of any kind, the providing or receipt of a loan or

grant, the establishment of any other type of pecuniary relationship, or review of a charitable organization by MHAM. The making of a gift to MHAM is not a Contract or Transaction.

3. Procedures

- Prior to a board or committee action on a Contract or Transaction involving a Conflict of Interest, a director or committee member having a Conflict of Interest and who is in attendance at the meeting shall disclose all facts material to the Conflict of Interest. Such disclosure shall be reflected in the minutes of the meeting.
- A director or committee member who plans not to attend a meeting at which he or she has reason to believe that the board or committee will act on a matter in which the person has a Conflict of Interest shall disclose to the chair of the meeting all facts material to the Conflict of Interest. The chair shall report the disclosure at the meeting and the disclosure shall be reflected in the minutes of the meeting.
- A person who has a Conflict of Interest shall not participate in or be permitted to hear the board's or committee's discussion of the matter except to disclose material facts and to respond to questions. Such person shall not attempt to exert his or her personal influence with respect to the matter, either at or outside the meeting.
- A person who has a Conflict of Interest with respect to a Contract or Transaction that will be voted on at a meeting shall not be counted in determining the presence of a quorum for purposes of the vote. The person having a conflict of interest may not vote on the Contract or Transaction and shall not be present in the meeting room when the vote is taken, unless the vote is by secret ballot. Such person's ineligibility to vote shall be reflected in the minutes of the meeting. For purposes of this paragraph, a member of the Board of Directors of MHAM has a Conflict of Interest when he or she stands for election as an officer or for re-election as a member of the Board of Directors.
- Responsible persons who are not members of the Board of Directors of MHAM, or who have a Conflict of Interest with respect to a Contract or Transaction that is not the subject of Board or committee action shall disclose to the Chair or the Chair's designee any Conflict of Interest that such Responsible Person has with respect to a Contract or Transaction. Such disclosure shall be made as soon as the Conflict of Interest is known to the Responsible Person. The Responsible Person shall refrain from any action that may affect MHAM's participation in such Contract or Transaction. In the event it is not entirely clear that a Conflict of Interest exists, the individual with the potential conflict shall disclose the circumstances to the Chair or the Chair's designee, who shall determine whether there exists a Conflict of Interest that is subject to this policy.

4. Confidentiality Each Responsible person shall exercise care not to disclose confidential information acquired in connection with such status or information the disclosure of which might be adverse to the interests of MHAM. Furthermore, a Responsible Person shall not disclose or use information relating to the business of MHAM for the personal profit or advantage of the Responsible Person or a Family Member.

5. Review of Policy

- Each new Responsible Person shall be required to review a copy of this policy and to acknowledge in writing that he or she has done so.

- Each Responsible Person shall annually complete a disclosure form identifying any relationships, positions, or circumstances in which the Responsible Person is involved that he or she believes could contribute to a Conflict of Interest arising. Such relationships, positions, or circumstances might include service as a director of or consultant to a nonprofit organization, or ownership of a business that might provide goods or services to MHAM. Any such information regarding business interests of a Responsible Person or a Family Member shall be treated as confidential and shall generally be made available only to the President, the Executive Director, and any committee appointed to address Conflicts of Interest, except to the extent additional disclosure is necessary in connection with the implementation of this Policy.
- This policy shall be reviewed annually by each member of the Board of Directors. Any changes to the policy shall be communicated immediately to all Responsible Persons.

Grievance Policy

MHAM believes volunteers have the right to express grievances, concerns, or dissatisfaction associated with a volunteer position or with staff members. We are committed to providing a fair and equitable process for dealing with issues that impact volunteers, and we pledge to make every reasonable attempt to resolve grievances.

Volunteers who have a grievance should first attempt to resolve that grievance with the individual responsible. If that person does not respond, the volunteer should register a complaint with the supervisor. The supervisor will meet with the volunteer to discuss the grievance and propose a resolution. The meeting should be documented and reported to the Program and Development Associate for the Volunteer Program file.

If a resolution is not achieved with the supervisor, or if the volunteer has a grievance with the supervisor, then the volunteer should contact the Executive Director. The Executive Director will have the final determination as to whether or not the issue is a serious problem and what resolution is possible. All parties will be expected to faithfully adhere to the resolution reached at this meeting. A report of this meeting will also be filed with the Program and Development Associate for the Volunteer Program files.

Recordkeeping

Monthly, MHAM compiles the hours donated by volunteers. Volunteer hours are published in the Forum newsletter and reported to foundations and United Way for funding purposes. It is important that all volunteers record the hours they work at the time they are incurred. A sign-in sheet is located at the front desk. If you are not working in the office, then a weekly accounting of hours should be mailed to Nancy Paul, Program and Development Associate, at nancyp@mentalhealthmn.org or reported directly to your supervisor.

Volunteer Evaluation

Volunteers will receive an evaluation from their supervisor 3 months after beginning work with the Volunteer Program, and every six months thereafter. This evaluation is an opportunity for MHAM to thank you for your work and share information about your performance and position. This is also an opportunity for you to share feedback with your supervisor about the volunteer program, MHAM programs, and MHAM policies. Copies of the evaluations will be kept in the Volunteer Program files.

It is the responsibility of the volunteer and MHAM to consider seriously the information provided in the evaluation and make necessary changes.

Termination of Position

MHAM accepts the service of all volunteers with the understanding that such service is at the sole discretion of MHAM. MHAM reserves the right to terminate a volunteer's assignment if services are no longer needed or there has been a violation of MHAM policy. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the MHAM. Notice of such a decision should be communicated as soon as possible to your supervisor.

MHAM Volunteer Orientation and Handbook Signoff

Date of Orientation: _____

I have attended MHAM's orientation for volunteers and have received and reviewed MHAM's Volunteer Handbook. I agree to abide by the procedures and protocols outlined in the handbook.

Name

Address

City

State

Zip

Telephone numbers(s)

Signed

Date



*Improving lives for people
with mental illnesses*

MHAM Confidentiality Agreement

I hereby agree to keep confidential all information and records of the Mental Health Association of Minnesota.

I understand that any unauthorized disclosure of confidential information is grounds for my dismissal from my position at the Mental Health Association of Minnesota.

Name (printed)

Signature

Date