



Providing Pathways to End Youth Homelessness

VOLUNTEER POLICIES & PROCEDURES

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Code of Conduct

I. Purpose

This code of conduct serves as the guiding principles, requirements, and expectations of the organization to employees and volunteers on upholding and supporting HOPE 4 Youth's mission and vision.

II. Policies

HOPE 4 Youth's success depends on the honesty, professionalism, and commitment of staff and volunteers. This Code of Conduct directs staff and volunteers on upholding the organization's mission and vision. All staff and volunteers are expected to follow these policies and to hold themselves and others accountable for all areas addressed by them.

Staff and Volunteers will support HOPE 4 Youth's mission and vision by:

- Having a commitment to our clients, and working in service to, rather than in control of, people.
- Having a passion for becoming the best in everything we do.
- Creating a mutually respectful and positive environment that values individual differences.
- Remaining honest, professional and ethical in our actions
- Promoting collaborative innovation, improvement, and teamwork.

III. Procedure

A. Commitment to people served: Staff and volunteers will.....

1. Work to ensure the organization keeps the best interest of our clients as our top priority.
2. Treat all clients with dignity and respect.
3. Advocate for what the clients want in their lives, including the same rights and freedoms as others.
4. Provide a safe environment for lesbian, gay, bisexual, transgender, and questioning (LGBTQ) youth and their friends.
5. Help to balance risk and responsibilities so that people can learn and grow in the way they choose.
6. Follow all state and government laws regarding the client services.
7. Be aware of their potential influence in the lives of our clients.
8. Listen to the clients, promote, and facilitate individual decision making.
9. Respect the privacy of our clients and hold in confidence all information obtained during service, including following both the Confidentiality and Mandatory reporting policies that are in place.

B. Commitment to colleagues: Staff and volunteers will.....

1. Respect and cooperate with colleagues in and outside of the organization. Staff and volunteers must understand that each person has a valuable role in supporting our clients.
2. Be honest and transparent in all their interactions with each other.
3. First talk directly with a colleague if there is an issue to resolve. If the individual is unable to resolve the issue on their own, they will look for support from their direct supervisor.
4. Understand that their working relationship with their colleagues has a direct impact on the personal well-being of the youth they support. They will strive to create a positive work

environment always. Any disagreements between staff or volunteers will be discussed privately and not in the presence of others.

5. Acknowledge and support the good works of their colleagues.
6. Use their experience and knowledge to mentor new colleagues.

C. Commitment to the image of HOPE 4 Youth: Staff and volunteers will.....

1. Act as role models for the clients and their colleagues, while upholding the mission and vision of HOPE 4 Youth.
2. Seek out and apply learning opportunities that will help improve the services provided to HOPE 4 Youth.
3. Seek assistance and advice on problems outside the recognized bounds of their competence and/or their control.
4. Contribute to discussions that will improve processes and results for the organization and clients.
5. Respect and follow all HOPE 4 Youth policies and procedures.
6. Work to positively affect the integrity and reputation of HOPE 4 Youth.

I. Breaches of policy and procedure

- a.) A minor breach of the policy will receive a warning and consequence prior to being relieved of duties or reassigned. These include lesser offenses that are deemed non-detrimental or injurious to HOPE 4 Youth, its employees, volunteers, or clients. If the breach is repeated, it will be considered a major breach.
- b.) Major breaches that are considered detrimental to HOPE 4 Youth or the individuals we serve will result in immediate removal from employment or volunteer duties. These include theft, slander, or breaches of confidentiality or boundaries policies.
- c.) All suspected breaches of policies will be investigated by designated leaders, and appropriate action will be taken.

Mandated Reporting

I. Purpose

The purpose of this policy is to establish guidelines for reporting the maltreatment of minors and protect youth that may be a threat to themselves or others.

II. Policy

Staff and volunteers of HOPE 4 Youth are mandated reporters. They must externally report all the information they know regarding an incident of known or suspected maltreatment of a minor. If a person discloses information that he or she may be a danger to him or herself or others, HOPE 4 Youth has a responsibility to report this information to the proper authorities. A report must be made within 24 hours of receiving any knowledge of an incident.

Maltreatment shall be defined as sexual abuse, physical abuse, or neglect and should refer to the definitions from Minnesota Statutes.

All individuals receiving services will be made aware of this policy at the initiation of service.

HOPE 4 Youth will not retaliate against any staff or volunteer who in good faith makes a report involving any person associated with HOPE 4 Youth.

III. Procedure

- A. Staff and volunteers of HOPE 4 Youth who encounter maltreatment of a child, age 17 or younger, will take immediate action to ensure the safety of the child.
- B. If a staff or volunteer knows or suspects that a youth is in immediate danger, from self or others, he/she will call 911.
- C. Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local county social services agency or local law enforcement referencing the phone numbers contained in this procedure.
- D. When reporting the alleged maltreatment or threat to the external agency, the reporter will include as much information as known to identify the youth involved, any persons responsible for abuse or neglect and the nature and extent of the maltreatment or threat to self or others.
- E. If alleged maltreatment involves any person associated with HOPE 4 Youth, the staff or volunteer will also report the incident to the organization's Executive Director. The ED has the authority to remove the person involved from service immediately while investigating. If the alleged maltreatment involves the agency's Executive Director, the employee or volunteer will report to the board of HOPE 4 Youth.

Reporting Anoka County: Child Protection (Child Abuse)

Reporting Abuse

If the youth is in immediate danger, call 911. Each mentor will be provided with mandated reporter training. If a youth under age 18 is in immediate danger, please seek out a case manager immediately to make a verbal report. If this is done, please also notify Program Director, Sara Kemp by emailing skemp@hope4youthmn.org immediately. She will help you follow up with a written report.

Immediate Danger or a Risk to Self or Others

If a youth has shared with you a threat of self-harm or threat of harm to others, and you feel someone is in immediate danger, please call 911 and report to police. Please notify a case manager immediately if that happens.

In the event that a youth discloses to you a sexual assault, please consult Sara Kemp, Program Director. If they are under 18, this may be a case for mandated reporting. If you have questions, please contact Sara Kemp.

Volunteer Management Policy

I. Purpose

The purpose of this policy is to maintain consistent guidelines for enlisting volunteers in HOPE 4 Youth programs and assigning volunteers duties.

II. Policy

HOPE 4 Youth relies heavily on volunteers to complete its mission. In addition, the organization places great importance on the safety, dignity, and respect of our clients. Volunteers will follow a consistent application process before receiving a volunteer assignment.

III. Procedure

- A. Each volunteer will have a database file at HOPE 4 Youth.
 - B. Persons expressing an interest in volunteering at HOPE 4 Youth will complete an orientation & tour of the Drop-in Center before filling out an application & will undergo a criminal background check paid for by the volunteer.
 - C. Volunteers working on the "Clean Team" can be 13 and older with an adult, volunteers working in the donations area can be 16 with a waiver all other area's must be 21 years of age or older.
Mentors must be 24 years of age.
 - D. All information contained in the database is confidential and only accessible to staff, board members, or designated leads.
 - E. Expenses related to working or volunteering at HOPE 4 Youth will only be reimbursed if there is a pre-approval from the Executive Director of the expenses. Any expenses that are not reimbursed will be considered a donation for individual tax purposes.
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HOPE 4 Youth Background Check Policy

IV. Purpose

The purpose of this policy is to maintain consistent guidelines for screening volunteers and staff with criminal background checks to protect the safety and dignity of those involved with HOPE 4 Youth Inc.

V. Policy

HOPE 4 Youth values the safety of those involved in our programs. To protect that safety, HOPE 4 Youth Inc. will conduct criminal background checks on all paid staff and volunteers. Any offers of employment will be contingent upon passing a criminal background check.

VI. Procedure

- A. The Volunteer Manager will review all background checks and present any criminal histories to the Executive Director.
- B. Any felony convictions within the most recent 5 years will disqualify the volunteer from providing direct service or having access to HOPE 4 Youth's private information and assets.
- C. The following convictions will be reviewed by the Executive Director & Volunteer Manager before a volunteer can be approved:
 - a. Any misdemeanors, crime involving force or threat of force against a person, crime involving controlled substances (not paraphernalia or alcohol), crime involving cruelty to animals, crime of sexual nature or crime of a financial nature
- D. The Executive Director will review conviction history information.
- E. If the decision is made to exclude a volunteer from any roles, this decision will be communicated to the volunteer within 5 days by the Volunteer Manager or the Executive Director.
- F. Any person can request an appeal of the decision and if such a request is made, the executive director and pertinent staff should meet with that person in private to review the facts of the history and hear the person's story.

When a final decision has been made, the volunteer will be notified within 5 days of the decision

Confidentiality and Client Information Storage

- I. Purpose
HOPE 4 Youth places a great deal of importance on the privacy of the clients receiving services. The purpose of this policy is to set clear guidelines for protecting our clients.
- II. Policy
It is the policy of HOPE 4 Youth that no information obtained regarding clients will be shared with others except when necessary for protecting people's safety, a warrant or subpoena has been issued, or consent has been obtained in writing from the client. Data shared to report our progress and outcomes is not considered confidential since the information does not identify an individual. See Mandatory Reporting Policy.
- III. Procedure
 - A. If HOPE 4 Youth staff and/or volunteers need to coordinate resources or services for a client, they may disclose personal information about the client only in private, behind closed doors. This information will not be discussed outside of HOPE 4 Youth for any reason without consent of the individual in writing.
 - B. To protect the privacy of our clients, they will be referred to by first name only. If there are two clients with the same first name, the first initial of the last name can be used. Every precaution should be taken to protect the identity of our clients, including keeping the daily sign in sheet folded so that last names are not visible, and discreetly filling out youth files so that the client's full name is not visible. Youth files should never be left unattended or turned over to the client.
 - C. If a client wishes to receive a service that requires HOPE 4 Youth's representatives to communicate with other agencies, the individual will be asked to sign a release of information giving us consent to do so. This consent will only be valid for the time recorded on the written consent form or one year from the date of release and no further communication can occur with an outside agency without an updated written consent form signed by the individual.
 - D. Everyone receiving service at HOPE 4 Youth will have a client file. The file will be kept in a locked area and only individuals assigned to log or store information will have access to the file. The file will contain the individual's intake forms, youth logs, and other forms or information gathered regarding that person. Case notes should track services we provide, referrals offered, and counseling topics (keep it general – do not include specific details).
 - E. When a youth enters HOPE 4 Youth for the first time, HOPE 4 Youth will start a file for that youth and the staff or lead will place the file in the locked area. When a client returns to HOPE 4 Youth after a file has already been started, the lead will pull the Youth Log file from the locked area. The youth log files will be kept at the front desk for people who are in the building so that workers can make notes on all services provided during each visit. The youth logs will be placed in a closed file box at the front desk and will be attended to always. If the receptionist needs to leave the desk unattended, he or she will give the file box containing youth log files to the lead. At the end of the day, the lead will empty the file box of all youth log files by returning them to the client files in the locked area. The client files will also contain any other information or documents obtained by the

youth relating to the services we are providing, and any release of information forms that they may have signed.

- F. There may be occasions when individual wishes to store important documents or receive mail at HOPE 4 Youth's Drop-In Center. Mail received will be stored in the youth file so that it can be shared upon the client's next visit. Any personal documents will be stored in a separate personal file along with the youth file in a locked area. When the individual requests any documents HOPE 4 Youth has stored on his or her behalf, the lead will pull the personal file containing the individual's personal documents and give them to him or her.

Boundaries

- I. Purpose
Our purpose is to guide staff and volunteers in setting appropriate boundaries with the clients we support.
- II. Policy
It is HOPE 4 Youth's policy to treat all people with respect and dignity, to protect their privacy and to protect their reputations always.
- III. Procedure
 - A. Staff and volunteers of HOPE 4 Youth will never initiate any physical contact with clients unless it is shaking hands, "fist bump" and high fives. Exceptions to this policy may include first aid treatment of injuries or wounds. When client initiated, staff and volunteers may help a client by holding their child in order to assist client with multiple tasks, such as shopping for food in the pantry. If a client initiates a hug, staff will respond with a sideways shoulder hug only. **All other physical contact is strictly prohibited.**
 - B. To protect the privacy of our clients, they will be referred to by first name only. If there are two clients with the same first name, the first initial of the last name can be used. Every precaution should be taken to protect the identity of our clients, including keeping the daily sign in sheet folded so that last names are not visible, and discreetly filling out youth files so that the client's full name is not visible. **Youth files should never be left unattended or turned over to the client.**
 - C. Staff and volunteers of HOPE 4 Youth will only introduce themselves by first names or nicknames.
 - D. Staff and volunteers of HOPE 4 Youth will not have personal relationships with clients outside of the organization, except for services provided by the outreach workers in the community and within programs approved by staff. Only Program staff can attend private events as a representative of HOPE 4 Youth.
 - E. **Inform staff if you have had any type of relationship with, or are related to a client.** If a relationship is present before the individual begins receiving services, the volunteer will be expected to use discretion in keeping that relationship separate from the HOPE 4 Youth programming.
 - F. Staff and volunteers will not give out personal information such as address or phone numbers to clients and may not use social media to connect with them. A client should ONLY use an office phone to make a personal call. Only program staff and approved mentors may offer their cell phone number as a way for clients to contact them if needed.

- G. To protect the privacy of our clients, staff and volunteers will not acknowledge any relationship with clients when encountering them in the community, except to smile and /or nod, unless communication is first initiated by the client.
- H. Staff and volunteers will not accept personal gifts, money or items of value from clients. Any gift must be accepted on behalf of HOPE 4 Youth.
- I. Staff and volunteers will not give money or items of value directly to clients. This includes tobacco, alcohol, or any other controlled substance. Items can be donated to HOPE 4 Youth to help meet the client's needs and processed through the Donations Center.
- J. Staff and volunteers will not hold or store items for clients. All items stored for clients must only be stored in the center lockers provided for clients on a first come, first serve basis or in the client's personal file in a locked area.
- K. Staff and volunteers will respect that their opinions and values may not be shared by the clients. We will honor and support our clients by not infringing on their choices or personal beliefs. If a staff or volunteer is asked directly by a client about his or personal beliefs or opinions, he or she will redirect the conversation so that the client shares their beliefs or opinions and facilitates a discussion that is client-centered.
- L. We will make every effort to maintain double leadership in all program areas. If a client wishes to have a private conversation with a staff or volunteer of HOPE 4 Youth, it is allowable only if the door is open and/ or they are visually observable by others. If the client would like the door closed, it must be a door with a window.

Failure to adhere to this policy will result in a code of conduct violation: See Code of Conduct Policy for further information.

9 Guiding principals

Journey Oriented: We interact with youth to help them understand the interconnectedness of their past, present, and future as they decide where they want to go and how to get there.

Trauma-Informed: We recognize that most homeless youth have experienced trauma; we build our relationships, responses, and services on that knowledge.

Non-Judgmental: We interact with youth without labeling or judging them based on their background, experiences, choices, or behaviors.

Harm Reduction: We contain the effects of risky behavior in the short term and seek to reduce its effects in the long term.

Trusting Youth-Adult Relationships: We build relationships by interacting with youth in an honest, dependable, authentic, caring, and supportive way.

Strengths-Based: We start with, and build upon, the skills, strengths, and positive characteristics of each youth.

Positive Youth Development: We provide opportunities for youth to build a sense of competency, usefulness, belonging, and power.

Holistic: We engage youth in a manner that recognizes that mental, physical, spiritual, and social health are interconnected and interrelated.

Collaboration: We establish a principles-based, youth-focused system of support that integrates practices, procedures, and services within and across agencies, systems, and policies.

CORE VALUES

Compassion – servant heart, seek to understand, assume positive intent

Innovation – generate possibilities, take risks, watch and create trends

Hope – Optimistic, recognize and celebrate success, nurture each other

Integrity – Model trust, accountable, do the right thing

Sustainability – Evolve, adapt, change

Drop-In Center Service

I. Purpose

The purpose of this policy is to provide structure and clarity to employees and volunteers on how we are offering services, and who is eligible for services in the Drop-In Center.

II. Policy

HOPE 4 Youth is structured to provide services to youth experiencing homelessness and at-risk youth and to create a safe, comfortable environment for those using the Drop-In Center. HOPE 4 Youth will provide services in the Drop-In Center to youth age 23 and younger.

III. Procedure

- A. During the first visit by a youth to the Drop-in Center, the youth will sign in and then go through the intake process with a Case Manager. Youth wishing to receive services will be asked to provide their age and date of birth. The intake personnel will check and make a copy of the individual's photo ID or birth certificate to verify age. If the individual does not have identification, they will be expected to show proof that they are obtaining identification by their 3rd visit or they will not be allowed to receive services at the Drop-in Center. HOPE 4 Youth may aid the individual in obtaining an ID. A school ID be used to show us that if a person is in middle school or that if a person is still in high school, he or she would be under age 22. This may be accepted, but we will still encourage the individual to work on obtaining a legal form of identification. This information will be explained to all new clients during the intake process. A copy of this policy can be given to the youth at their request.
- B. If a youth comes to the Drop-in Center and requests assistance for his or her family members, the mentors or staff may support the youth who are age 23 and under. Arrangements can be made for the family members who are age 24 and older to come meet with staff either before or after Drop-In Center service hours.
- C. Some of the services and resources in the Drop-In Center are limited and they will be accessed on a first come, first served basis. Mentors may refer inquires about limited resources to the lead mentor.
- D. No more than one person will be allowed to use the same bathroom or shower at the same time.
- E. Youth files will be logged with services and resources received and referrals made during their visit. Any pertinent information about jobs, housing or conflicts received from the youth during conversations between mentors and the youth needs to be logged. This will include any work toward the personal goals that the youth has set with designated staff persons.
- F. Youth are expected to follow the community agreement always and it is the mentors' responsibility to redirect inappropriate behavior and to log any incidents that are in breach of this agreement. All major breaches of the community agreement should be reported to staff.
- G. Youth that leave the Drop-in Center during a shift without being accompanied by a mentor or employee are not eligible to return to the center until the next day. This policy is in effect to insure the safety of the volunteers and youth utilizing the Center.

Intake Process

I. Purpose

The purpose of this policy is to establish procedures for initiating services at the Drop-in Center operated by HOPE 4 Youth.

II. Policy

Case Managers will oversee all intakes with clients.

III. Procedure

- A. When a youth enters, the Drop-in Center seeking services for the first time, the front desk mentor will notify a Case Manager to meet with that client.
- B. The Case Manager will offer the individual a snack and a drink and find a comfortable, semi-private place to sit and talk with the individual.
- C. The intake person will ask all questions that are on the intake form and youth contact form and fill in all the information provided by the youth. The youth has the right to refuse to answer any of the questions except for their name and age. Intake personnel will make a copy of age identifying information (blacking out numbers/ID codes on copy) and explain to the youth if they are not in possession of a valid form of identification that HOPE 4 Youth can help them get this information. An ID is required to receive all services after the second visit.
- D. Intake personnel will read aloud the community agreement in its entirety to ensure that the youth is aware of the center rules, to answer any questions the youth may have and have the youth sign the form as an acknowledgement of understanding and willingness to follow the community agreement.
- E. The individual will be informed that the information collected will be kept private and only shared for reporting data without identifying information. There are some exceptions when HOPE 4 Youth would be required to report information and those exceptions will be explained during the intake interview.
 - a. Exceptions include: maltreatment that must be reported, information that the individual is going to hurt him or herself or others, and that if the individual is a reported runaway, we have an obligation to report that to the police.
- F. When the interview is complete, the intake person will give the individual a tour of the Drop-in Center and explain the services available and explain procedures including but not limited to confidentiality and mandatory reporting.
- G. A client file will be created for the individual and information collected will be placed in that file. This will include a copy of any identification that is provided by the youth and all pertinent information received or collected after intake.

Crisis Response and Intervention

IV. Purpose

The purpose of this policy is to provide structure and clarity to employees and mentors on how to prevent and intervene in a crisis or potential crisis in the Drop-in Center.

V. Policy

HOPE 4 Youth believes in making the Drop in Center a safe and welcoming place for all clients and volunteers always.

VI. Procedure

Unauthorized Adults

- A. Only adults that have completed the background check and application process for HOPE 4 Youth are allowed in the Drop-in Center while youth are present. Exceptions to this policy are those individuals serving a meal who have signed in and are wearing a visitor's badge, employees of partner agencies (such as the YMCA, Paladin Academy etc.) who serve youth and emergency response individuals that have been contacted by HOPE 4 Youth, including but not limited to EMS and police officers.
- B. All mentors and leads must wear their badge always when they are working in the center to positively identify themselves as adults that can be in the center.
- C. Adults that enter the center that are not authorized to be in the center will be promptly greeted by the Center Lead. The Lead or staff will attempt to address the individual's needs with appropriate information.
 1. If the individual is looking for a client, they will be informed that we cannot confirm or deny their presence at the center and that they will need to arrange to meet with the client at a different location and time.
 2. If individual refuses to leave the premise, the center staff or lead will inform the individual that if they continue to refuse to leave that the police will be called. If the individual continues to refuse to leave, the police are to be called and a police report will be filed. If at any point in this process the individual becomes belligerent, call 911 immediately.
 3. If a donor shows up with items to drop off, let them know we will accept them this time (if staffing allows) and notify them of drop off hours. If it is a large amount, have them drive around to the Donations door.
- D. Police officers who enter the premises will stop at the reception desk and identify themselves, why they are here, and who they are looking for. The receptionist will then call for a staff member to assist the officer.

Diffusing Verbal Situations

- 1.) All volunteers and staff need to be made aware of tension between two or more clients and attempt to work with them in different areas of the center. Communication and awareness by

the mentors is essential in helping to diffuse the situation prior to it escalating further. Clients will be instructed to not interact with each other and to walk away. If a verbal confrontation involving two or more clients starts in the center, volunteers or staff are to immediately verbally intervene in the situation. Moving the individuals to separate rooms with direct instruction may be required and two or more mentors should be involved. Protocols are in place to address a breach of the community agreement and will be enforced by the staff.

2.) If a client starts to argue with a mentor or staff, another mentor or staff will intervene and attempt to redirect the youth. The Community Agreement is in place to address client expectations at the center, as well as policies surrounding the code of conduct for volunteers and employees if they engage in inappropriate behavior during the event.

Diffusing physical fights

- 1.) Center staff and mentors will make every effort to diffuse a situation prior to a physical altercation occurring.
- 2.) If a physical altercation breaks out in the center, staff and volunteers will immediately call for other mentors to assist. All other center participants should be cleared from the area. The client(s) involved in the incident will be verbally directed to stop immediately. If this is successful, Leads or staff should begin debriefing the situation immediately with the clients involved in separate areas until the participants are calm. If the client cannot be diffused by the mentor or Lead, they will be asked to leave for the day and come back to discuss the incident when they can be calm. An incident report should be filed and witness statements should be taken. If verbal redirection is unsuccessful, participants will be told "If this does not stop immediately, the police will be called." A countdown may be successful in accomplishing immediate separation. If they have not stopped by the count of 5 the police should be called to break up the fight.
- 3.) Due to the potential risk of injury to volunteers or staff, it is **strictly prohibited** for volunteers to manually attempt to break up a fight. (Exceptions maybe granted by HOPE 4 Youth in writing after completion of specialized trainings designed to teach physical intervention techniques that are safe for both our volunteers and clients.)

Weapons

- 1.) It is the policy of HOPE 4 Youth to make the Drop-in Center a safe and welcoming environment for everyone. Due to the potential risk to safety, weapons carried on your person are prohibited in the Drop-in Center. Guns cannot be carried into the center except by licensed, on-duty police officers.
- 2.) If a youth carries in a weapon, (knife, shiv, brass knuckles, etc.) they will be required to check them in at the reception desk upon arrival. If they refuse to check in the item, they will be asked to leave immediately. If they refuse to leave they will be informed that the police will be called immediately.
- 3.) If a youth were to pull a weapon in the Drop-in Center, it is the priority to call the police and clear the Drop-in Center of all volunteers and participants to prevent injury. If this occurs the youth may be permanently banned from the facility and charges may be pressed by HOPE 4 Youth.

Medical

- 1.) Minor medical issues may be addressed by volunteers and staff within the center based on the personal comfort level of the individuals involved. This can include cuts, scrapes, small burns, "road rash", headaches, slivers, and other minor conditions. Center personnel have access to the medical supplies available on site to assist clients in addressing these concerns.
- 2.) If a client comes in bleeding beyond minor injuries, staff may assist in providing supplies. If volunteer/ staff is first aid trained they may assist in caring for the wound only with the client's permission. If the wound is determined to be serious or will not stop bleeding, HOPE 4 Youth will offer to provide a taxi to the hospital or urgent care if it is not life threatening. If the wound appears to be life threatening, 911 is to be called. Universal precautions should be used anytime blood is involved to protect the center personnel as well as clients from potential infection.
- 3.) If a serious injury should occur at the center, Emergency medical personnel will be contacted immediately at 911. This includes broken bones, serious allergic reactions, cardiac events, stroke symptoms, collapse, grand mal seizures or any other condition that the persons on-site deem to be an immediate risk to the person involved.
- 4.) Some over the counter medications may be available on site to address minor medical complains including colds, fevers, nausea, headaches. Drop-in Center personnel will give the youth one label appropriate dosage upon request and the youth can be given up to two more doses to take with them when they leave the center, not to exceed the label amount for a maximum 24-hour dosage. Special circumstances may allow for the youth to take the package of OTC medication with them as determined by a staff or Lead on the shift.
- 5.) If a person at the Drop-in Center has a diabetic emergency, sugar or sugar sweetened liquid will be given immediately followed by a high protein snack. If the emergency is serious, call 911 immediately.
- 6.) If someone stops breathing or collapses, CPR should only be performed by someone with a current certification and 911 should be contacted immediately. An AED machine is located at the reception area!
- 7.) If someone has a seizure in the Drop-in Center, staff or leads will clear the area around the person of objects that pose a risk of injury. At no time, should an individual having a seizure be restrained or have anything put in their mouth. If the seizure lasts more than three minutes, 911 should be called.
- 8.) All other medical emergencies should be dealt with at personnel comfort level. When in doubt, call 911 for emergency medical services.

Transporting Youth

IV. Purpose

The purpose of this policy is to guide employees and volunteers of HOPE 4 Youth in determining when and how to provide transportation support to young clients.

V. Policy

It is HOPE 4 Youth's policy that youth will not, under any circumstances, ever be transported in a volunteer vehicle for any reason. It is HOPE 4 Youth's policy that staff, will exhaust and pay for all other resources including taxi, mass transit, transportation companies, congregation/partner organization vans, access to permanent or temporary use of bicycles etc. before (as a last resort) transporting youth in a personal vehicle.

VI. Procedure

- A. Employees and volunteers of HOPE 4 Youth will first and foremost provide transportation support for youth by linking the young person to other resources.

Risk Management

This applies to all employees & volunteers of HOPE 4 Youth regardless of position within the company. The Safety Rules contained herein apply to all interns, volunteers, guests, subcontractors, and anyone else who is on an agency site.

Emergency Action Plans

Emergency Meeting Point

In the event that there is need to leave the building, the meeting point to get a head count is across the parking lot, near the picnic table.

Small Fire

A hand-held fire extinguisher is located near the front door and another in the kitchen and may be used on small fires if it is safe to do so and the fire is small enough to be completely extinguished.

Larger Fire

If the fire is unable to be extinguished or it is unsafe to do so, calmly leave the building and alert others to the fire on your way out of the building. Our office space lacks smoke detectors and fire alarms, so we rely on each other to sound the alert if needed. Once out of the building call 911 and report the fire and gather at the emergency meeting point across the parking lot at the picnic table.

Window Exits

If for any reason exiting through the doors is not possible or inadvisable in an emergency situation staff or volunteer may break and exit through a window. You should gather in an office with a window and either kick out the window or use a solid object to break out the window.

Plumbing, Heating, Cooling, and Water Leak

Please contact Sara Kemp our Program Director at skemp@hope4youthmn.org 763.323.2066 ext. 106.

Severe weather

Avoid driving in severe weather when possible. In the event of severe weather proceed to a safe interior location, preferably a small room that doesn't have an outside wall or the hallway outside the bathrooms.

Triggered Breakers

In the event of a breaker being triggered a staff or volunteer may reset the breaker themselves. Breakers are located at the top of the stairs near the clothing closet and donations area.

Bomb Threat

If you observe a suspicious object or potential bomb, DO NOT HANDLE THE OBJECT! Clear the area and immediately and call 911.

ACTIVE SHOOTER

When an Active Shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation.

You have three options:

RUN

Have an escape route and plan in mind.

Leave your belongings behind.

Evacuate regardless of whether others agree to follow.

Help others escape, if possible.

Do not attempt to move the wounded.

Prevent others from entering an area where the active shooter may be.

- Keep your hands visible.
- Call 911 when you are safe.

HIDE

Hide in an area out of the shooter's view.

Lock door or block entry to your hiding place.

Silence your cell phone (including vibrate mode) and remain quiet.

FIGHT

Fight as a last resort and only when your life is in imminent danger.

Attempt to incapacitate the shooter.

Act with as much physical aggression as possible.

Improvise weapons or throw items at the active shooter.

Commit to your actions...your life depends on it.