



**JESUIT VOLUNTEER CORPS  
NORTHWEST**



**PARTNER AGENCY &  
SITE SUPERVISOR HANDBOOK  
2016-2017**

**JESUIT VOLUNTEER CORPS NORTHWEST  
P.O. BOX 22125  
PORTLAND, OR 97269  
(503) 335-8202**

*\*For ease in reading, the term JV/AmeriCorps member is used throughout this handbook to refer to Jesuit Volunteers both with and without AmeriCorps status.*

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# CALENDAR FOR 2016-17 JV/AMERICORPS YEAR

## *Important dates and deadlines*

<b>Starting June 1</b>	<b>2016-17 Placement Agreements and Handbooks</b> are sent to Partner Agencies. <ul style="list-style-type: none"> <li>Placement agreement must be signed and <b>the original snail-mailed to our office by July 31, 2016</b>. Our address is PO Box 22125, Portland, OR 97269.</li> </ul>	Placement Agreements, Site Supervisor Contracts, and Certificates of Liability Insurance are due <b>July 31, 2016</b>
<b>June 22, 2p PT</b>	Mandatory <b>Independent Placement Site Supervisor Orientation Webinar</b>	
<b>June 23, 2p PT OR June 27, 11a PT</b>	Mandatory <b>AmeriCorps Site Supervisor Orientation Webinar</b> . <ul style="list-style-type: none"> <li>Site supervisor contracts emailed to AmeriCorps site supervisors.</li> </ul>	AmeriCorps site supervisors, please choose one.
<b>July 31</b>	<b>2016-17 Placement Agreements, Certificates of Liability Insurance, and AmeriCorps Site Supervisor Contracts</b> due. <ul style="list-style-type: none"> <li>Placement agreement must be signed and <b>the original snail-mailed to our office by July 31, 2016</b>. Our address is PO Box 22125, Portland, OR 97269.</li> <li>(Site supervisors for Independent Placement JVs <b>do not sign</b> an AmeriCorps Site Supervisor Contract.)</li> </ul>	Placement Agreements, AmeriCorps Site Supervisor Contracts, and Certificates of Liability Insurance are due <b>July 31, 2016</b>
<b>August 8-13</b>	<b>JVC Northwest Orientation</b> – Five-day pre-service training near Portland, Oregon. Banquet and Missioning Mass 8/12 at 6 pm.	Join us August 12 at 6 pm RSVP – 503-335-8202
<b>August 13-16</b>	JV/AmeriCorps member arrive at their placement locales and are oriented to their new living situations	
<b>August 17</b>	<b>First day of service</b> for all JV/AmeriCorps members <ul style="list-style-type: none"> <li>Onsite introductions to supervisor and colleagues</li> <li>Workspace ready for JV if applicable</li> <li>Placement/position orientation and training begins</li> </ul>	
<b>September/October</b>	<b>Fall Area Visit</b> by JVC Northwest Program Coordinator <ul style="list-style-type: none"> <li>Includes individual site supervisor meeting including 1 hour with PC, and 1 hour with PC and JV together.</li> <li>Please complete the Initial Placement Assessment ahead of time and share with the PC.</li> </ul>	Initial Placement Assessment due.  Site Monitoring Tool filled out with PC.
<b>September 19</b>	<b>Partner Agency Application, instructions, position description template &amp; guidelines</b> available online for the 2017-18 service year.	Applications due by <b>November 28</b>
<b>October 7</b>	<b>National Service Swearing-In</b>	
<b>November 3-7</b>	<b>Fall Retreat</b> for all regions <ul style="list-style-type: none"> <li>Nov. 3-6 (Big Sky); Nov. 4-7 (all other regions)</li> </ul>	
<b>November 28</b>	<b>2017-18 Partner Agency Application Deadline</b>	Due midnight <b>November 28</b>
<b>December</b>	JVC Northwest begins 2017-18 Partner Agency Selection Process	
<b>January 16</b>	<b>Martin Luther King, Jr., Day of Service</b>	
<b>January 31</b>	<b>2017-18 Partner Agency Selection Complete</b> – Partner Agencies informed by email of decisions	
<b>Jan/ Feb</b>	<b>Winter Area Visit</b> by Program Coordinator <ul style="list-style-type: none"> <li>Includes group site supervisor meeting</li> </ul>	Midterm Evaluations due <b>February 17</b>
<b>Feb 9-13</b>	<b>Winter Retreat</b> for all Regions <ul style="list-style-type: none"> <li>Feb. 9-12 (Big Sky); Feb. 10-13 (all other regions)</li> </ul>	
<b>February</b>	<b>JV Application deadline; Selection &amp; Placement begins for '17-18</b>	
<b>April 22</b>	<b>Earth Day</b>	
<b>May/June</b>	<b>Spring Retreat</b> for all regions <ul style="list-style-type: none"> <li>May 26-29 for Big Sky; June 9-12 for all other regions</li> </ul>	
<b>July 31</b>	<b>Final day of service</b> for JV/AmeriCorps members <ul style="list-style-type: none"> <li>Year-end evaluations due July 14, 2017</li> <li>OnCorps timesheet (1700 hours) and Performance Measurement by last day of service.</li> </ul>	Year End Evaluations, OnCorps timesheet and Performance Measurement by <b>July 14</b> and last day of service

# INTRODUCTION TO JESUIT VOLUNTEER CORPS NORTHWEST

Jesuit Volunteer Corps (JVC) Northwest recruits, screens, places and supports 154 Jesuit Volunteers serving full-time in over 100 social service, education, health, and environmental organizations in 22 locales in Alaska, Idaho, Montana, Oregon and Washington.

## *MISSION STATEMENT*

Jesuit Volunteer Corps (JVC) Northwest responds to local community needs in the Pacific Northwest by placing volunteers who provide values-centered service grounded in the Jesuit Catholic tradition. Honoring the Divine at work in all things, we envision the Northwest as a sustainable region where all live in dignity, are treated justly, and actively contribute to their own empowerment and positive change in their communities. JVC Northwest strives to live out the four values of community, simple living, social and ecological justice, and spirituality/reflection.

## *HISTORY*

Jesuit Volunteer Corps (JVC) Northwest began in 1956 with a few committed volunteers who helped build and teach in the new Copper Valley School in Copper Valley, Alaska, a boarding school for Native Alaskan and European-descent Alaskan students. The first volunteers were recruited and supported by the Jesuits of the Oregon Province and the Sisters of St. Ann.

The program expanded out of Alaska in the 1960s working with Native American communities throughout the Northwest, as well as serving in inner city placements in Washington, Oregon, other states and countries. JVC Northwest has been the catalyst for hundreds of other faith-based volunteer organizations, including other JVC regions, and even served as a model for the U.S. Peace Corps. In JVC Northwest's nearly 60 year history, over 6,500 persons have served in our program.

Today JVC Northwest recruits, places and supports Jesuit Volunteers working with people on the margins of society and with fragile ecosystems. Currently 155 Jesuit Volunteers in the Northwest region are committed to serving for one year in over 100 shelters, schools, health, and social and ecological service organizations in inner cities, rural and remote areas, and Native American and Native Alaskan communities providing essential skills, willing hands and great idealism for a better world. They serve throughout Alaska, Idaho, Montana, Oregon, and Washington.

Jesuit Volunteers reside for the service year in 25 intentional communities of four to nine people and commit to living out the values of community, simple living, social and ecological justice, and spirituality. Living expenses, a modest monthly stipend, health insurance and travel home at the end of their service year is provided to the JVs. In June, 2013 JVC Northwest received its second three-year National Direct Award from the Corporation for National and Community Service (CNCS) enabling 135 of our Jesuit Volunteers to also be AmeriCorps members. This grant has made it possible for JVC Northwest to go where the need is greatest and to enable our partner agencies to extend their services at a greatly reduced cost.

JVC Northwest is separately incorporated as a 501(c) (3) organization. Since 1974, JVC branched from having its only office in the Northwest into five domestic regions and one international region (JVI), each an independent non-profit office. In 2006, the other JVC/JVI programs in the U.S. consolidated into JVC, while JVC Northwest through a formal Ignatian discernment process has remained an independent and locally based organization to better serve local and regional communities in the Northwest.

## *JVC NORTHWEST, JESUITS, and the CATHOLIC TRADITION OF FAITH AND JUSTICE*

JVC Northwest draws inspiration and direction from the tradition of the Jesuits, seeking to integrate action with contemplation. JVC Northwest operates within the spiritual tradition and social justice teaching of the Catholic Church. Whether Catholic or of another tradition, Jesuit Volunteers bring a readiness to serve non-violently while practicing deep reflection upon their experience. They do not come to proselytize.

# JVC NORTHWEST VALUES

Over the years, the experience of JV/AmeriCorps members and their reflection on that experience has been distilled into four values: simple living, social and ecological justice, spirituality/reflection, and community. JV/AmeriCorps members make a commitment to the JVC Northwest program and to their service placement to strive to live these four interconnected values.

**SIMPLE LIVING:** JVC Northwest challenges each Jesuit Volunteer to live a simple and reflective life style, an alternative way to living in a consumer society. Simple living:

- Emphasizes **relationship** over material possessions,
- Invites JV/AmeriCorps members to challenge themselves to **live in solidarity** with people who experience poverty and oppression,
- Helps JV/AmeriCorps members to understand the lives of those they serve and to **raise their consciousness to the human needs** that surround them, and
- Is **deeply connected with the value of ecological sustainability**. JVC Northwest strongly encourages each community to practice sustainability in every arena of life.

**SOCIAL AND ECOLOGICAL JUSTICE:** JVC Northwest is committed to working for justice and structural change. JV/AmeriCorps members are dedicated to serving people's basic physical, emotional, and spiritual needs.

- Through their service and reflection on lived experiences, JV/AmeriCorps members **examine the causes of oppression** and strive to **challenge the structures** which create poverty, perpetuate oppression, and destroy ecological systems.
- JVC Northwest partners with agencies that **empower people to help themselves** or **promote the health of vulnerable places** in the Northwest.

**SPIRITUALITY/ REFLECTION:** Another aspect of the JVC Northwest year is the opportunity for the JV/AmeriCorps members to explore and deepen their spiritual lives.

- The JV/AmeriCorps members are "**contemplatives in action**" – people who are deeply committed to meeting critical needs in an **intentional and non-violent** manner.
- Because the JV/AmeriCorps members live in community, they have the opportunity to **reflect with other committed JV/AmeriCorps members** and **explore what it means to live a faith that does justice**.

**COMMUNITY:** JV/AmeriCorps members live with one another in a community setting.

- The process of building community offers an opportunity to **share experiences, provide encouragement, give accountability** and **have fun**.
- JV/AmeriCorps members come to JVC Northwest with **diverse backgrounds and expectations**. The challenge for each person is to **respect and learn from these differences** while **building on common values**.
- Community requires **time, effort and compassion**.
- Jesuit Volunteer communities are places to **share and grow collectively and individually**.
- Living in community often marks **the beginning of lasting friendships**, but community mates are different from friends.

## AMERICORPS-SPECIFIC

# AMERICORPS HISTORY, GOALS, & PHILOSOPHY

### A. Brief History

In 1993, Congress enacted the National and Community Service Act, creating the Corporation for National and Community Service (CNCS). President Bill Clinton signed the legislation soon after, and **AmeriCorps** was launched the following year. This year the millionth AmeriCorps member will serve and we will continue the tradition of acknowledging all members by participating in national swearing in events across our region on October 7, 2016.

The Corporation supports a wide range of national service programs and initiatives that improve lives strengthen communities, and foster civic engagement and volunteerism, including AmeriCorps, Senior Corps, the Volunteer Generation Fund, and the Social Innovation Fund (SIF). **AmeriCorps** consists of three main programs: AmeriCorps State and National, whose members serve with national and local nonprofit and community groups; AmeriCorps VISTA, through which members serve full time fighting poverty; and AmeriCorps NCCC (National Civilian Community Corps), a team-based residential program for young adults 18-24 who carry out projects in public safety, the environment, youth development, and disaster relief and preparedness. CNCS has started to partner with federal agencies to expand the impact of national service and establish new programs such as FEMA Corps that address some of the nation's leading issues such as disaster relief. JVC Northwest AmeriCorps program is under the umbrella of *AmeriCorps State and National*.

### B. Goals and Philosophy

AmeriCorps is the national service movement that engages Americans of all ages and backgrounds in service to address the most critical problems in our nation's communities in the areas of education, public safety, the environment, and other human needs. In exchange for a specified term of service, AmeriCorps members earn an education award to pay back *qualified* student loans or to finance college, graduate school, or vocational training.

The mission of CNCS is to improve lives, strengthen communities, and foster civic engagement through service and volunteering.

They are guided by the following principles:

- Put the needs of local communities first.
- Strengthen the public-private partnerships that underpin all of our programs.
- Use our programs to build stronger, more efficient, and more sustainable community networks capable of mobilizing volunteers to address local needs, including disaster preparedness and response.
- Measure and continually improve our programs' benefits to service beneficiaries, participants, community organizations, and our national culture of service.
- Build collaborations wherever possible across our programs and with other federal programs.
- Help rural and economically distressed communities obtain access to public and private resources.
- Support diverse organizations, including faith-based and other community organizations, minority colleges, and disability organizations.
- Use service-learning principles to put volunteer and service activities into an appropriate context that stimulates life-long civic engagement.
- Support continued civic engagement, leadership, and public service careers for our programs' participants and community volunteers.
- Exhibit excellence in management and customer service.

## AMERICORPS-SPECIFIC

# JVC NORTHWEST AMERICORPS PROGRAM BASICS & REQUIREMENTS

### A. Introduction

The JVC Northwest AmeriCorps Program, funded by the Corporation for National and Community Service (CNCS), engages 142 JV/AmeriCorps members and 12 Jesuit Volunteers in Independent (non-AmeriCorps) placements in a transforming experience of full-time service. Partner agencies that wish to provide a competitive application for JV/AmeriCorps members must provide a member position description and service experience in line with the terms specified in JVC Northwest AmeriCorps grant application and in adherence with the requirements set out by the provisions and regulations of CNCS. Placement that do not meet AmeriCorps criteria may be considered for JVC Northwest Independent (non-AmeriCorps) placements. For example, ministry, direct advocacy, or fundraising programs wishing to support full-time service will only be considered for independent placements.

Whenever possible, JV/AmeriCorps members are encouraged to engage community volunteers in their service efforts. JVC Northwest's AmeriCorps grant award supports (and requires us to report outcomes on) three performance measurement categories: capacity building efforts that will strengthen the service of nonprofits, education supports that will help improve students' academic engagement, and health activities that increase access to care. Capacity building is JVC Northwest's primary service activity and JV/AmeriCorps members serving in this measure will be expected, as a part of their position description, to complete capacity building projects in their year that help create sustainable, new or enhanced systems and processes for the service sites and programs. Partner agencies hosting JV/AmeriCorps members in capacity building will be required to attend trainings and submit additional documentation to support performance measurement and program evaluation efforts.

As responsible stewards of federal grant funding, JVC Northwest takes grant compliance very seriously and relies on the cooperation of Partner Agencies in upholding the same high standards for compliance. We are always open to answering questions and providing clarifications regarding grant compliance expectations and requirements. Compliance and timeliness in meeting deadlines and fulfilling requirements is something we value and expect of all Partner Agencies; it is one of the factors we consider when reviewing requests for continued partnership.

### B. JV/AmeriCorps Member Terms of Service

JV/AmeriCorps member position descriptions must provide for meaningful service activities and performance criteria that are appropriate to the skill level of members. AmeriCorps positions cannot include or put the JV/AmeriCorps member in a situation in which the member is at risk for engaging in any prohibited activity (see 45 CFR § 2520.65, pg. 20), activity that would violate the non-duplication and non-displacement requirements (see 45 CFR § 2540.100, pg. 21), or prohibited fundraising activity (see 45 CFR §§ 2520.40-.45, pg. 21). Position descriptions must accurately and completely describe the activities to be performed by the JV/AmeriCorps Member. Positions should be designed to ensure that each member has sufficient opportunity to complete the 1700 hours required to qualify for an education award within a 12-month term of service (10 or 11-month terms may be an option for education positions). In planning for the member's term of service, service sites should account for holidays and other time off, and must provide each member with sufficient opportunity to make up missed hours. Site supervisors will be responsible for approving member timesheets and ensuring that they only record time for allowable activities.

### C. Benefits for Members in AmeriCorps Placements

JV/AmeriCorps members will receive an AmeriCorps living allowance disbursed through JVC Northwest. Upon successful completion of a required term of service, a JVs in AmeriCorps placements qualify for an Education

Award that can be applied toward qualified student loans or upcoming educational expenses. The award amount for fulltime service in 2016-17 is \$5,935. Prior to the education award being granted, JV/AmeriCorps members must receive a positive mid- and end-year evaluation; complete their respective performance measurement (Capacity Building, Education or Health); have their final hours completed and approved by their site supervisor; and fill out an exit form in the AmeriCorps Portal, which, among other things, certifies the hours served. The “My AmeriCorps” portal is where JV/AmeriCorps members can submit requests for forbearance on qualified student loans during their year. After successful completion of their year, they will have access to their education award in the “My AmeriCorps” portal and be able to request repayment by the National Service Trust of interest accrued on qualified loans.

#### **D. Personnel Policies**

JVC Northwest AmeriCorps Program recognizes that many organizations in which its members serve already have policies regarding personnel and general office issues. Your existing office policies and guidelines still apply to JV/AmeriCorps members, and **the policies in this handbook must also be applied to your JV/AmeriCorps members**. The Corporation believes that most AmeriCorps members will be able to serve within existing professional environments and that any additional requirements of AmeriCorps will be minimal and feasibly implemented. If you identify any requirements in this handbook that contradict your own, please speak with the JVC Northwest AmeriCorps Program Manager.

#### **E. JVC Northwest AmeriCorps Structure**

The AmeriCorps program involves several parties, described here:

**The Corporation for National and Community Service (CNCS)** – The Corporation for National and Community Service oversees the AmeriCorps Program as well as other national service programs such as VISTA and Senior Corps. JVC Northwest received a third three-year National Direct grant from CNCS in June 2016. The JVC Northwest AmeriCorps Program Manager works directly with the CNCS Program Officer assigned to oversee our grant.

**Partner Agency/ Member of the Consortium** - JVC Northwest fits under the AmeriCorps Funding Priority called *Multi-focus Intermediaries*, where JVC Northwest is the intermediary, and our Partner Agencies are members of the consortium. Under this priority funding category, "a single eligible applicant (intermediary) develops an application and oversees the implementation of an AmeriCorps program that engages multiple grassroots non-profits/eligible applicants (**consortium**) that, individually, do not have the necessary organization or fundraising capacity to apply for and run an AmeriCorps program." (2016 Notice of Funding Opportunity Glossary, page 8).

**Service Site/Location** – The service site is where JV/AmeriCorps members perform their service. In both the agency application as well as in the position description, partner agencies inform JVC Northwest Staff of all physical service locations where their members will be serving, and identify the primary service location –

**Site Supervisor** – The Site Supervisor is the staff member at the service site who provides direct guidance and support for JV/AmeriCorps members as they complete their service. The site supervisor is responsible for supporting members, conducting performance evaluations, approving hours, assisting with performance measure reporting, and ensuring program compliance at the service site. All duties are described in the mandatory site supervisor orientation webinar that is recorded in June.

**JVC Northwest AmeriCorps Program Staff:** JVC Northwest serves as the intermediary or convener of the consortium. See page 11 for more information about your contacts at the JVC Northwest office.



## **F. AmeriCorps Service Site Benefits**

**Network of AmeriCorps Contacts:** The Site Supervisor is part of a vast network of AmeriCorps programs throughout the country. This network may be helpful in addressing questions related to the site's AmeriCorps participation, and also in more general questions related to your service activities.

This network is both formal and informal. The formal network consists of a list of state service commissions. These commissions sponsor service conferences and seminars (often free), and many publish newsletters and various public relations material. Please contact the state service commission to find out more about their activities.

A list of state service commissions may be found on the AmeriCorps Website:

<http://www.nationalservice.gov/about/contact-us/state-service-commissions>

Informally, this broad network includes other AmeriCorps members that maybe serving in the same locale as the JV/AmeriCorps member, AmeriCorps Program Directors, and other Site Supervisors. We hope sites will be encouraged and energized by the many people who share the commitment to national and community service, and that sites will take advantage of the resources this network offers. One opportunity to meet other local site supervisors will occur in the winter at the mandatory meeting of JVC Northwest site supervisors during the Program Coordinator's winter visit.

## **G. Online Resources**

**JVC Northwest Partner Agency Resource Page:** <http://jvcnorthwest.org/partner-agency-resources>

All the information in this handbook as well as other resources to support the work of service sites and site supervisors in fulfilling their roles can be found on the JVC Northwest website. The password for the site is **Impact2G**.

**JVC Northwest AmeriCorps Blog:** <http://jvcnorthwestamericorps.wordpress.com>

Throughout the year JV/AmeriCorps members and recent JV/AmeriCorps Alums share their stories about the impacts of their service and the impact of service on their journey. Please follow the blog and feel free to share your own stories with JVC Northwest.

**Corporation for National and Community Service Website:** <http://www.nationalservice.gov>

The Corporation for National and Community Service maintains a website that provides up-to-date information and developments in AmeriCorps and their other national service programs. This includes great stories and best practices from sites throughout the country, AmeriCorps events, service day toolkits and technical assistance resources.

**AmeriCorps Alums:** <http://www.americorpsalums.org/>

AmeriCorps Alums is also a great networking resource for JV/AmeriCorps members and others you may know who have participated in national service. Members and alums are encouraged to register at so that they can receive updates about opportunities and benefits into the future.

**AmeriCorps provisions** available at: <http://www.nationalservice.gov/build-your-capacity/grants/managing-americorps-grants#AmeriCorps%20Provisions>

# JVC NORTHWEST-PROVIDED SUPPORTS

Various supports are in place to provide for a meaningful experience for JV/AmeriCorps members and impactful service for our Partner Agencies. These include:

- **Selection and Placement Process:** JVC Northwest conducts an in-depth application and selection process before a Partner Agency is matched with an applicant. JVC Northwest applicants go through a screening process that includes numerous background questions, a college transcript, a résumé, a self-evaluation, at least three confidential references, two essays, and a phone interview by the JVC Northwest staff which lasts approximately 90 minutes. Applicants commit themselves to a year of service and agree to conduct themselves in ways consistent with the four JVC Northwest values.
- **Program Coordinators (PCs)** provide direct support to JV/AmeriCorps members and site supervisors. They are based in the Portland office and travel for several weeks of the year visiting JV communities and service sites. In the fall they meet with all site supervisors individually and complete JVC Northwest AmeriCorps site monitoring form (see Appendix A) during that time. In the winter they will meet with all site supervisors as a group. The PCs play the role of program officer for our Partner Agency selection process; they also select and place JV applicants. PCs plan retreats for JV/AmeriCorps members and coordinate a local support network for each JV community.
- **Orientation and Retreats:** JVC Northwest provides a week-long orientation in August, as well as three retreats during the service year on the values of community, social/ecological justice, and spirituality/reflection. All JV/AmeriCorps members are expected to participate on all JVC Northwest sponsored retreats. Partner Agencies agree to release JV/AmeriCorps members from service to attend all three retreats. Orientation focuses on AmeriCorps basics, and our four core values, as well as a time for JV/AmeriCorps members to meet each other and form community. Orientation does not provide training specific to their roles at their service sites. (Please plan to provide site-specific orientation, and training throughout the year.)
- **Benefits to JV/AmeriCorps Members:** AmeriCorps members receive a living allowance that covers the cost of housing, food, local transportation, medical co-pays, and a personal stipend. JVC Northwest provides for the living costs of JVs who are not AmeriCorps members. JVC Northwest also provides basic health insurance and worker's compensation for all program participants. Through its network JVC Northwest can connect JV/AmeriCorps members with other supports as needed during the service year. In addition upon successful completion of service, JV/AmeriCorps members will have access to the Segal Education Award and access to AmeriCorps Alums.
- **Community:** JVC Northwest coordinates housing in each locale where JV/AmeriCorps members live in intentional community together. JV/AmeriCorps members commit to sharing living costs as well as having weekly community nights and spirituality/reflection nights. Program Coordinators partner with local residents to find individuals and families who agree to offer ongoing, local support to JV/AmeriCorps members, in addition to the support of their JVC Northwest community.

# JVC NORTHWEST/AMERICORPS STAFF

JVC Northwest employs 24 people to meet the expanding needs of a growing organization that supports the JV/AmeriCorps members and the Jesuit Volunteer *EnCorps* program.

## *Your Primary Contact at JVC Northwest – Program Coordinators*

### **Alaska Retreat Region:**

- **Grace Badik** (supporting JV/AmeriCorps members living in Anchorage, Bethel, Juneau, and Sitka, Alaska)

### **Big Sky Retreat Region:**

- **TBD** (supporting JV/AmeriCorps members living in Ashland, Billings, Hays, Missoula, and St. Xavier, Montana)

### **Cascades Retreat Region:**

- **Jessica Bridges** (supporting JV/AmeriCorps members living in Hillsboro, Oregon, and Seattle and Tacoma, Washington)
- **Irene Routté** (supporting JV/AmeriCorps members living in Portland and Woodburn, Oregon, and Grays Harbor, Washington)

### **Mountain West Retreat Region:**

- **Angela Hummel** (supporting JV/AmeriCorps members living in Gresham and Hood River, Oregon and Yakima and Wenatchee, Washington)
- **Greg Ouellette** (supporting JV/AmeriCorps members living in Omak and Spokane, Washington and Boise, Idaho)

## *Other staff members who you are likely to work with include:*

**Rebecca Sutton-Kanyako - AMERICORPS MANAGER** manages all aspects of the National Direct AmeriCorps grant and is the liaison between service sites and the JVC Northwest AmeriCorps Program. As your main contact for the AmeriCorps program, feel free to consult Rebecca at any time throughout your member's term of service with questions, problems, or comments.

**Carrie Courtney - AMERICORPS PROGRAM ASSISTANT** reviews member time & service logs and assists with other administrative functions. She is your primary contact for troubleshooting OnCorps, the electronic process for approving members' monthly timesheets.

**Carolyn Chu - JV PROGRAM MANAGER** manages the Jesuit Volunteer program and coordinates and supervises PCs, oversees the Partner Agency selection and JV selection and placement processes, and Orientation.

**Amy Potthast – DIRECTOR OF PROGRAMS** oversees the Jesuit Volunteer and Jesuit Volunteer EnCorps programs.

**David Holcomb - BUSINESS MANAGER** handles our financial accounts and is a good JVC Northwest contact person for agency business offices.

**Diane Blankenship – ACCOUNTING ASSISTANT** (and Business Manager Emeritus) supports the work of the Business Manager.

**Sandy Parker - BUSINESS ASSISTANT** supports the work of the Business Manager.

**Jeanne Haster - EXECUTIVE DIRECTOR** answers to the Board of Directors for the overall operation of JVC Northwest and serves as the Program Director for the JVC Northwest AmeriCorps Program.

***Other staff positions with JVC Northwest:***

**Maggie Ayau - RECRUITER** works eight months each year seeking to identify prospective JV/AmeriCorps members by traveling to college campuses around the country sharing information regarding the JVC Northwest experience and building relationships with college personnel and former Jesuit Volunteers living in the area.

**Karen Beal - JESUIT VOLUNTEER (JV) ENCORPS MANAGER** oversees and directs the JVC Northwest JV EnCorps program which engages volunteers 50+ in service, community, and spiritual reflection.

**Nicole Bowman - PROGRAM AND COMMUNICATIONS ASSISTANT** assists in the general operations of the JVC Northwest Programs, with special attention to the needs of the Jesuit Volunteer program staff, Jesuit Volunteer EnCorps Manager, and the Recruitment and Marketing Manager.

**Christie Costello - RECRUITMENT AND MARKETING MANAGER** develops a recruitment plan and builds relationships with prospective and former Jesuit Volunteers/AmeriCorps members. She also supervises the Recruiter, manages the website, and edits the bi-annual newsletter.

**Anne Douglas – DIRECTOR OF ADVANCEMENT** manages the fundraising efforts and external communications of JVC Northwest.

**Whitney Johnson - DEVELOPMENT COORDINATOR** is responsible for fundraising activities and manages the JVC Northwest database for contacts in our broad network.

**Sarah Jones – ALUMNI COORDINATOR** liaises with our former Jesuit Volunteers (FJVs) who now live outside of the Pacific Northwest and coordinates activities to enrich the lives of FJVs and to connect and reconnect them with JVC Northwest and each other.

**Clarissa McDearmon – ADMINISTRATIVE ASSISTANT TO THE DIRECTOR OF ADVANCEMENT** - supports the work of the Director of Advancement.

**Martha McElligott ADMINISTRATIVE ASSISTANT to the EXECUTIVE DIRECTOR** assists the Executive Director and manages many of the day-to-day operations of the JVC Northwest office.

**Helen Pitts - JESUIT VOLUNTEER (JV) ENCORPS PROGRAM COORDINATOR** supports JVC Northwest JV EnCorps program in Seattle.

**Zach Reuter - OUTREACH AND EVENTS COORDINATOR** liaises with our former Jesuit Volunteers (FJVs) and coordinates activities to enrich the lives of FJVs and to connect and reconnect them with JVC Northwest and each other. He also plans our Orientation banquet and our major fundraising event in Seattle.

# PARTNER AGENCY EXPECTATIONS

The mission of JVC Northwest is only possible with the collaboration of Partner Agencies that are meeting critical needs throughout the Northwest. For 60 years, Partner Agencies have created and supported service positions that enhance the mission of their agency and allow the JV/AmeriCorps member to live the values of simple living, social and ecological justice, community, and spirituality/reflection.

*The majority of JVC Northwest's policies and procedures apply to both AmeriCorps and non-AmeriCorps placements. Requirements specific to the AmeriCorps program will be noted.*

When a Partner Agency agrees to host a JV/AmeriCorps member, they commit to the following list of responsibilities:

- **Meaningful, Full-Time Service:** Partner Agencies provide opportunities for the JV/AmeriCorps member to spend 40 hours per week in direct service, capacity building, training and enrichment, supervision, and staff meetings. This full-time position ensures that JV/AmeriCorps members who qualify for an Education Award are able to complete at least 1700 hours by the end of their service term. JVC Northwest also wants all of our JV/AmeriCorps members to have the same expectations for service (i.e. full-time and serving to the end of the contracted term). For a more detailed description of what constitutes direct service, please see page 19.
- **Orientation and Training:** When the JV/AmeriCorps member arrives in August, Partner Agencies provide appropriate orientation and training for the JV/AmeriCorps member to understand the work of the agency and their role within it. Please see Supporting All JV/AmeriCorps Members During Service section A on page 16 for specific guidelines on orientation and training. *Note: If JV/AmeriCorps members primary activity is tutoring, specific training is required (see Tutoring Policy on page 26)*
- **Communication:** In order to support Partner Agencies and JV/AmeriCorps members, timely communication with JVC Northwest regarding site visits, performance measures, and **any proposed major change in the nature of the position or supervision is essential**. It is also important for Partner Agencies to notify JVC Northwest in a timely manner of any problems with the JV/AmeriCorps member's performance, including failure to report to the site, unprofessional behavior, etc.
- Please see **Confidentiality Policy** on page 27 for guidelines on sharing information related to your JV/AmeriCorps member's service.
- **Supervision:** The supervision and support of a JV/AmeriCorps member is critical, and Partner Agencies agree to designate a Site Supervisor who provides weekly supervision and mentoring throughout the year.
  - **Site Supervisor Orientation:** Site Supervisors must participate in a JVC Northwest Site Supervisor Orientation via webinar. We offer three live webinars – one for Site Supervisors for JVs in Independent Placements, and two for Site Supervisors for JVs in AmeriCorps placements. We record both versions of the webinar and make it available to partner agencies.
  - **Site Supervisor Contracts:** After this orientation webinar and prior to the JV/AmeriCorps members' pre-service training, AmeriCorps Site Supervisors must submit a signed contract. **Site Supervisor contracts must be signed, dated and returned to the JVC Northwest office by July 31, 2016, along with the Placement Agreement and Certificate of Liability Insurance.** Site supervisors who take over responsibilities mid-year must also view this webinar training and submit a signed contract to the JVC Northwest Office prior to their effective date of taking on supervision responsibilities.

- **Site Supervisor Fall & Winter Area Visit Meetings:** Site supervisors are **required** to attend individual meetings with the regional Program Coordinator and the JV/AmeriCorps member in the fall and a meeting of local site supervisors during the second area visit in the winter. Your Program Coordinator will provide you with details about these meetings.
- **JV/AmeriCorps Member Evaluations and Recordkeeping:** Site supervisors complete Mid-Year and Year End Evaluations with JV/AmeriCorps members and submit documentation to JVC Northwest.
- **Additional AmeriCorps Program Documentation Requirements:**
  1. **Hours Approval:** AmeriCorps site supervisors must approve the JV/AmeriCorps member's monthly timesheets in OnCorps.
  2. **Performance Measures:** Partner agencies must assist the JV/AmeriCorps member in submitting data to JVC Northwest for AmeriCorps grant performance measures.
  3. **Evaluation:** the JVC Northwest AmeriCorps program is required to conduct regular evaluation of the impact of our program for our AmeriCorps grant. Partner agencies are expected to help provide data needed for evaluation efforts of JVC Northwest.
- **Partner Agency Fees:** In 2016-17, the Agency Placement Fee to JVC Northwest for the Lower 48 States is \$10,411 and the fee for Alaska placements is \$11,432. In addition, Partner Agencies pay a \$130 retreat fee for the retreat program and pay for the JV/AmeriCorps members' transportation to their permanent residence or new residence at the end of the service year. If a Partner Agency is hosting an additional year Jesuit Volunteer who is **not an AmeriCorps member**, they agree to provide a \$300 bonus for a second year JV and a \$500 bonus for a third year JV. This is to be paid half at the beginning of the year and the remainder at the end.
- **Liability Insurance:** Partner Agencies are required to provide liability insurance for their JV/AmeriCorps member and submit proof of this insurance to JVC Northwest along with their placement agreements by **July 31, 2016** (see page 27 for policy).
- **Transportation:** JV/AmeriCorps members walk, bike, or take public transit to their placements. A Partner Agency must provide a vehicle if it is required for the service position. If a Partner Agency provides a vehicle for the JV to use for service and/or some personal use, we highly recommend they provide written guidelines around expectations for the use of the vehicle as well as a signed agreement. The Placement Agreement details partner agency expectations related to the JV AmeriCorps member's travel home at the end of the program year.
- **Policies:** As a program receiving federal financial benefits, all programs, service sites (including Non AmeriCorps sites), organizations, and individuals participating in the JVC Northwest AmeriCorps Program must abide by the following policies:
  - **Non-Displacement/Non-Duplication:** The JV/AmeriCorps member shall not displace any paid employee or current volunteer providing the same or similar service (see page 21 for regulation).
  - **Non-Discrimination and Non-Harassment:** Partner Agencies are required to comply with the AmeriCorps Provisions regarding non-discrimination, Civil Rights and Non-Harassment (see page 27 for policy).

- **Reasonable Accommodation:** Partner Agencies are required to comply with the AmeriCorps Provisions and provide reasonable accommodations to JV/AmeriCorps members (see page 28 for policy).
- **Safe and Drug-Free Workplace:** Partner Agencies agree to maintain a drug-free workplace and adhere to the requirements under the Drug-Free Workplace Act (41 U.S.C. § 701 et seq.), as well as provide and maintain a safe environment for JV/AmeriCorps members. See page 28 for JVC Northwest’s Drug-Free and Alcohol-Free Workplace Policy and Appendix B for the JVC Northwest Drug and Alcohol Policy.
- **Grievance Procedure:** Partner agencies must comply with the JVC Northwest AmeriCorps Program Grievance Procedure (see page 29).
- **Financial Reporting for AmeriCorps Federal Financial Report (FFR):** 45 CFR 2521.60; NCSA 121(e)(5) (42 USC) requires that other Federal funds used to match a grant awarded under this notice must report the amount and source of these funds to CNCS on the FFR. It is the responsibility of the Partner Agency who wishes to use federal, state, and other public funds to pay any portion of our Partner Agency fee is required to report this in the placement agreement providing corresponding grant information They must also verify whether such use is permissible per their own grant requirements and restrictions.

All Partner Agencies must ensure compliance with federal grant requirements as described in the Placement Agreement Section II.B. Partner Agencies may be held accountable for any CNCS disallowed costs due to non-compliance. Disallowed costs for a JV/AmeriCorps member could include all of the following: living allowance and associated expenses (workers comp, Social Security); Education Award; health insurance; orientation costs; retreat costs; travel costs associated with participation in orientation and retreats; member trainings; and gear.

## **Hosting a JV/AmeriCorps Member**

### *Planning for the Term of Service*

#### **Service Site and JV/AmeriCorps Member Position Descriptions**

*Note: Service Site and JV/AmeriCorps member position descriptions are submitted to the JVC Northwest office with the partner agency application.*

It is an obligation of each service site to provide JVC Northwest with a service site description (including the primary and any other physical locations where the JV/AmeriCorps member will be serving) and a JV/AmeriCorps member position description. JVC Northwest works with sites to amend positions if revisions are needed to fit our program standards. JVC Northwest will send a copy of the approved and finalized position descriptions back to Partner Agencies before the program year begins. *AmeriCorps Placements: Please remember that no religious, political or fund-raising activities (or any prohibited activity) should be a component of AmeriCorps positions and the descriptions, as these activities cannot be counted toward AmeriCorps hours and could jeopardize program compliance with the grant. See “JV/AmeriCorps Member Terms of Service” on page 7 and keep in mind the following:*

- JV/AmeriCorps members are not salaried employees and must not displace, replace, supplant, or duplicate employees.
- JV/AmeriCorps members cannot be involved in the administration or management of the AmeriCorps program for the service site.
- Guidance on allowable and prohibited AmeriCorps activities is included on page 19-20.

**A. Training and Orientation to Site**

At the beginning of a term of service, the site supervisor is responsible for conducting an orientation for the JV/AmeriCorps member. The orientation is meant to enhance JV/AmeriCorps member security and sensitivity to your community and service site. Please include the following topics in addition to other site-specific information they need. For example:

- **Welcome** the JV/AmeriCorps member, **introduce them to key colleagues**, and show them to their workspace.
- Explain the **mission and major activities** of your organization and/or program.
- Explain **why the organization requested a JV** – what is the need that the JV will fill? How is the JV’s service important to the organization’s goals, clientele, and the broader community?
- Explain JV/AmeriCorps member rights and responsibilities, prohibited activities, requirements under the Drug-Free Workplace Act, suspension and termination from service, grievance procedures, sexual harassment, non-discrimination issues and other topics as necessary.
- Discuss the site’s **expectations and performance standards** for the JV/AmeriCorps member, and clarify the organization/agency policies. Also, at this time explain the JV/AmeriCorps member's **major responsibilities and tasks and their role** in the office's activities. Make sure the JV/AmeriCorps member understands expectations in regard to his/her service hours and days.
- Provide JV/AmeriCorps members with the **training, skills, knowledge and supervision** to perform well in their assigned service project throughout their term of service. This training should include any specific skills the JV/AmeriCorps member may need, as well as background information on the community they are serving. **Explain to the JV/AmeriCorps member how they should request training in the future.**
- Review the vacation and leave policy of your organization, including sick time policies.
- Review any emergency procedures or protocols for your organization.

**B. Reporting Injuries**

If your JV/AmeriCorps member is injured in a service-related injury at your service site, they are to list JVC Northwest as the “employer” when filing a claim. ***The JV/AmeriCorps member should contact the JVC Northwest Finance Manager or AmeriCorps Program Manager as close to the incident as possible for instructions on filing a claim.***

**C. Changes in Site Supervisor and/or JV/AmeriCorps Member Position Description**

1. **Change in Site Supervisor:** A JV/AmeriCorps member may change site supervisors during their term of service. If this happens, the partner agency must notify JVC Northwest **immediately**. The JVC Northwest AmeriCorps Program Manager will orient new AmeriCorps site supervisors and a new site supervisor contract must be completed within the month.
2. **Change in JV/AmeriCorps member Position Description:** No major changes may be made to the JV/AmeriCorps member position description without the consultation and approval of the JVC Northwest Program Coordinator and JV AmeriCorps Program Manager. Site Supervisors should also notify JVC Northwest if the JV/AmeriCorps member’s service location has changed.

**D. Time Off for JV/AmeriCorps members and Other Service Considerations:**

1. **Retreats and leave from service:** Time off from service will be given to the JV/AmeriCorps member for travel and attendance at the JVC Northwest-sponsored retreats on pre-determined dates. Two service



days must customarily be given around a weekend in connection with each retreat. Time off for JVC Northwest retreats is not to be considered part of the JV/AmeriCorps member's 10-day leave from service.

3. **JVC Northwest Leave:** JV/AmeriCorps members may take ten leave (vacation) days in addition to holidays when the Partner Agency offices are closed. The JV/AmeriCorps member may save their ten days until the end of the service year. JV/AmeriCorps members serving in schools will receive the same leave time as school staff, to be taken during school holidays – considered their “two weeks” of leave. Any alternative service leave time must be negotiated between the JV/AmeriCorps member and the Partner Agency. *JV/AmeriCorps members must take into account their ability to meet the 1700-hour requirement when planning their leave from service.*

3. **Community Time:** Service hours will be set and adjusted in order to make reasonable provision for the JV/AmeriCorps member's JVC Northwest community commitments, such as weekly community meetings.

4. **Sick time:** Note that Sick Leave cannot be counted toward AmeriCorps service hours. If a JV/AmeriCorps member misses significant amounts of service due to an illness, they should be in communication with their Program Coordinator about support needed.

5. **National Service Days:** Throughout the year, the Corporation organizes several national days of service for AmeriCorps members, other national service participants, and community volunteers to join together to meet a community need. JV/AmeriCorps members are allowed to participate in national service days as part of their normal service hours. JVC Northwest also encourages service sites and JV/AmeriCorps members to initiate and host service day activities on one or more of these opportunities. JVC Northwest will share information about these events. State Service Commissions often will post most up-to-date opportunities in their respective states. The names and dates of these events are as follows:

- September 11<sup>th</sup> National Day of Service and Remembrance
- National Swearing in Across the Country, October 7th, 2016 (required)
- Martin Luther King Jr. Day of Service – January 16, 2017
- Cesar Chavez Day – March 31, 2017
- National Youth Service Day/Volunteer Week/Earth and Arbor Day – April
- AmeriCorps Week and Life After AmeriCorps events, late spring

6. **Jury Duty:** Serving on a jury is an important responsibility of citizenship. JV/AmeriCorps members should be encouraged to serve jury duty and must not be penalized for doing so. During the time AmeriCorps members serve as jurors, they should continue to receive credit for their normal service hours. Also, they may keep any reimbursements for incidental expenses received from the court.

7. **Voting:** JVC Northwest asks service sites to encourage all eligible JV/AmeriCorps members to register to vote during their term of service, and to allow them time to register during their service hours. However, JV/AmeriCorps members cannot be required to register or to vote, as exercising this individual right is a personal decision. Sites cannot attempt to influence how a JV/AmeriCorps member votes.

JV/AmeriCorps members who are unable to vote before or after service hours should be allowed to do so during their service hours without incurring any penalties. Sites should determine an appropriate length of absence needed to vote, and clearly communicate this to the JV/AmeriCorps member.

## **E. Performance Evaluations**

A midterm and a year-end performance evaluation are required for all JV/AmeriCorps members in AmeriCorps placements. **Both site supervisors and JV/AmeriCorps members must sign the evaluations.** In order to receive the Education Award, all evaluations must be complete and part of the JV/AmeriCorps member's permanent file.

## AMERICORPS-SPECIFIC

### Specific Requirements for Supporting JVs in AmeriCorps Placements

*Please also see page 7 “JVC Northwest AmeriCorps Program Basics and Requirements”*

#### A. Verifying and Recording Service Hours

Timesheets are electronically reported and approved. In August, the JVC Northwest AmeriCorps Program Assistant will send site supervisors instructions on how to access the timesheets to review and approve members' reported service and training hours.

1. Ensure the Monthly Timesheets are correctly recorded, i.e., hours recorded match the hours the member has served for your site for *allowable service activities* and *approved trainings and are recorded after the time they were completed (AmeriCorps only recognizes actuals not estimates)*.
2. Approve hours within **five (5)** days of logging period.
3. Ensure that member has not logged more than 18 hours of AmeriCorps service in any one day.
4. Ensure that members do not exceed their *20% limit* on training and enrichment activities.
5. If members provide any support in *allowable* fundraising activity (i.e. receiving in-kind donations for their programs), ensure that members they spend *less than 10%* of their hours in this way.

#### B. Additional Reporting Requirements

Site supervisors will assist JV/AmeriCorps members in gathering data requested by JVC Northwest for performance measures and/or reports to the Corporation for Community and National Service and send in data as requested by JVC Northwest for AmeriCorps reporting.

- Capacity building placements will need to sign off on the capacity building project forms that JV/AmeriCorps members submit for performance measurement, and assist with other evaluation efforts as needed.
- Education and Health placements should support members as needed in completing their data collection forms.

#### C. AmeriCorps Identity

Partner agencies and JV/AmeriCorps members serve a vital role in helping national service thrive through identifying the presence and impact of JV/AmeriCorps members in their region.

**Poster:** JVC Northwest will ensure that all JVC Northwest AmeriCorps partner agencies receive a “JVC Northwest AmeriCorps Serving Here” poster in order to help promote national service in your locale. All service sites are required to put up an AmeriCorps poster in their offices or facilities. It should be within the vicinity of wherever the JV/AmeriCorps member is located, so members of staff and service community can identify the member's participation in AmeriCorps.

**Website:** partner agencies hosting AmeriCorps members should display the AmeriCorps logo on their webpage. Logos and other outreach resources can be found at <http://www.nationalservice.gov/newsroom/outreach>

**AmeriCorps Gear:** CNCS has requested that AmeriCorps members wear gear every day they serve. JVC Northwest will be providing members with t-shirts, pins and other gear to display while in service.

**Public Speaking:** AmeriCorps members should state they are Jesuit Volunteer AmeriCorps members during public speaking opportunities.

**Grant Products:** Publications created by JV/AmeriCorps members shall include the AmeriCorps logo as well as the following acknowledgement of support:

“This material is based upon work supported by the Corporation for National and Community Service (CNCS)... Opinions or points of view expressed in this document are those of the authors and do not necessarily reflect the official position of, or a position that is endorsed by, CNCS or the AmeriCorps program.”

**Great Stories:** Partner agencies/site supervisors are encouraged to share great stories with JVC Northwest about the impact of JV/AmeriCorps member JV/AmeriCorps members at their service sites. Please email [rsutton@jvcnorthwest.org](mailto:rsutton@jvcnorthwest.org). These are also great to share in conjunction with National Days of Service. JVC Northwest shares many of these stories on our AmeriCorps Blog <http://jvcnorthwestamericorps.wordpress.com/>

#### **D. Allowable JVC Northwest AmeriCorps Activities**

Allowable service activities are activities appropriate to members' roles as AmeriCorps participants and hours spent in those activities are credited towards the minimum hour requirement for their education award. Allowable service activities include: 1) direct service/capacity building 2) training and enrichment (indirect service) and 3) in-kind fundraising directly supporting program activity that has been approved in the JV/AmeriCorps member position description.

**1. DIRECT SERVICE/CAPACITY BUILDING** is activity that addresses education, health, public safety, the environment, or other human needs. Direct service means working directly with people (clients, beneficiaries, communities, etc.) to make change, or doing service that is involved in making that direct change. It can be outreach, case management, training, teaching, providing academic supports, mediating, counseling, recruiting volunteers, catching up on paperwork related to clients, preparing for class, coaching, cooking, serving, providing health care, food, or clothing. A JV/AmeriCorps member's lunch break **cannot** be counted toward service hours unless the member is engaged in a service activity during the lunch break (e.g., proctoring students).

The majority of JV/AmeriCorps members perform capacity-building activities that enhance the quality of services, expand programs and help more individuals and families in need access essential services. Capacity building projects should be designed to develop organizational systems to improve efficiency and effectiveness and/or increase scale and reach of community programs. These activities may support program design and implementation, program evaluation, information technology, volunteers, communications and outreach, partnerships and alliances and other organizational needs.

**2. TRAINING AND ENRICHMENT (INDIRECT SERVICE)** is only applicable when the activity reflects the AmeriCorps service or role. Any training that refers to members' direct service would be part of this category. All orientations, including the AmeriCorps orientation, can be included, as well as any state or regional trainings, seminars, or workshops pertaining to issues related to direct service or capacity building. Examples would be conflict resolution seminars, teacher development days, team-building exercises or a class on training techniques. No more than 20% of members' total hours can be credited to training, even if more hours are spent in this area.

**3. IN-KIND FUNDRAISING** is only allowable in specific situations in which JV/AmeriCorps members are securing program resources that directly support service activities and are approved by JVC Northwest in the official position description. (Please note that this JVC Northwest In Kind Fundraising policy is more restrictive than the below mentioned section G: Un-allowable Fundraising Activities per CNCS regulations). In these cases, JV/AmeriCorps members may only spend up to 10% of their AmeriCorps service hours in this capacity. If the service site wants their JV/AmeriCorps members to participate in any other kind of fundraising service activity for capacity building projects, they just get prior approval from the JVC Northwest AmeriCorps Program Manager.

## **E. Prohibited Member Activities**

Prohibited activities are listed under the Code of Federal Regulation activity (see 45 CFR § 2520.65) and are copied below. Please note: JV/AmeriCorps members, in their AmeriCorps service, also must also refrain from activities that would violate the non-duplication and non-displacement requirements (see 45 CFR § 2540.100), or prohibited fundraising activity (see 45 CFR § 2520.40-.45).

***JV/AmeriCorps members, like private citizens, may participate in religious activities, fundraising, lobbying, political, or advocacy activities as long as it is done on their own time, at their own expense, and at their own initiative. JV/AmeriCorps members may not wear AmeriCorps service gear in such instances.***

Members may not engage in the following activities, directly or indirectly by recruiting, training, or managing others (e.g. volunteers) for the primary purpose of engaging in one of the activities, while functioning as an AmeriCorps member and may not count these hours towards their AmeriCorps service commitment.

### **45 Cfr § 2520.65 Prohibited Activities**

(a) While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or the Corporation, staff and members may not engage in the following activities:

- (1) Attempting to influence legislation;
- (2) Organizing or engaging in protests, petitions, boycotts, or strikes;
- (3) Assisting, promoting, or deterring union organizing;
- (4) Impairing existing contracts for services or collective bargaining agreements;
- (5) Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- (6) Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
- (7) Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
- (8) Providing a direct benefit to—
  - (i) A business organized for profit;
  - (ii) A labor union;
  - (iii) A partisan political organization;
  - (iv) A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative;
  - (v) An organization engaged in the religious activities described in paragraph (g) of this section, unless Corporation assistance is not used to support those religious activities; and

(9) Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive;

(10) Providing abortion services or referrals for receipt of such services; and

(11) Such other activities as the Corporation may prohibit.

(b) Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-Corporation funds. Individuals should not wear the AmeriCorps logo while doing so.

#### **F. Unallowable Fundraising Activities**

The official AmeriCorps regulations (45 CFR §§ 2520.40-.45) read:

§ 2520.40 Under what circumstances may AmeriCorps members in my program raise resources?

(c) AmeriCorps members may not:

(1) Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment;

(2) Write a grant application to the Corporation or to any other Federal agency.

§ 2520.45 How much time may an AmeriCorps member spend fundraising?

An AmeriCorps member may spend no more than ten percent of his or her originally agreed-upon term of service, as reflected in the member enrollment in the National Service Trust, performing fundraising activities, as described in § 2520.40.

Please note that the JVC Northwest In Kind Fundraising policy (section E above: Allowable JVAmeriCorps Member Activities) is more restrictive than section G: Un-allowable Fundraising Activities per CNCS regulations.

#### **G. Non-Displacement/Non-Duplication of Employees**

In accordance with AmeriCorps provisions, JV/AmeriCorps Members **cannot** displace employees and/or duplicate services provided by employees of the partner agency. This includes substituting for employees who are ill.

The official regulation (45 CFR § 2540.100) reads:

- **(e) Non-duplication.** Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of paragraph (f) of this section are met, Corporation assistance will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.
- **(f) Non-displacement.** (1) An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving Corporation assistance.  
  
(2) An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance.  
  
(3) A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual.

(4) A participant in a program receiving Corporation assistance may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.

(5) A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that—

- (i) Will supplant the hiring of employed workers; or
- (ii) Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.

(6) A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any—

- (i) Presently employed worker;
- (ii) Employee who recently resigned or was discharged;
- (iii) Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
- (iv) Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or
- (v) Employee who is on strike or who is being locked out.

### *Closing out the term of service*

#### **A. End of Service Paperwork Requirements**

The Site Supervisor should complete the following forms:

- Year End JV/AmeriCorps Member Performance Evaluations.
- Approval of final timesheets for JVs in AmeriCorps placements.
- Support JV/AmeriCorps Members to complete data/forms for their respective Performance Measure for JVs in AmeriCorps placements.
- Site Supervisors of members' serving in teaching positions in a parochial or religious school will also need to sign the Parochial School Certification Form. This form certifies that the JV/AmeriCorps member did not engage in any prohibited activity during their AmeriCorps service.
- Partner Agency End of the Year Survey (online)

#### **B. Successfully Exiting from the JVC Northwest AmeriCorps Program**

##### **1. Positive Year End Evaluation**

In order to be eligible to receive an education award as well as to serve a subsequent term with an AmeriCorps program, JV/AmeriCorps members must receive a positive end of service evaluation. JVC Northwest values site supervisors' evaluations of performance, and the AmeriCorps Program Director and Manager have the ultimate responsibility for determining whether or not a member successfully completes the program and receives a positive performance review. Some of the factors that are taken into consideration include, successful completion of the community aspect of our program, hardships experienced at the service site, and other unique circumstances that could impact a successful service year.

## 2. Early Exits

The Corporation recognizes that due to unforeseen circumstances, some members may not be able to complete their required hours of service within the program period. The following guidelines should be applied to these members.

### a. Leaving for Compelling Personal Circumstances

If a member elects to leave the program, the JVC Northwest AmeriCorps Program Manager, in consultation with the AmeriCorps Program Director, has the authority to determine whether or not their reason for dropping out is a "compelling personal circumstance." If a decision is made that the member's reason does indeed constitute compelling circumstances, the member may receive a pro-rated educational award.

While this is ultimately the decision of the JVC Northwest AmeriCorps Manager, site supervisors should be aware of the general guidelines in this situation. Some examples of reasons that may justify release from service include a member's critical illness, a serious family matter, or death or critical illness in the member's immediate family. It may also include premature termination of the program or other programmatic problems beyond the member's control.

If a member chooses to terminate their participation to return to school, take a job, or because they are dissatisfied with their assignment, these reasons would not justify a release for compelling circumstances. **It is important to note that an AmeriCorps member is required to stay for the length of the member contract, even if he/she has satisfactorily accrued enough service hours to earn the Education Award.** Determinations will be made on a case-by-case basis. If a member leaves due to a compelling and personal circumstance, they are still required to fill out the AmeriCorps exit paperwork.

A member leaving for compelling circumstances must satisfactorily serve 15% or more service hours in order to qualify for a prorated education award.

### b. Leaving For Cause

Programs must release a member for cause if they, among other things, drop out without obtaining a release for compelling personal circumstances or is convicted of a violent felony or the sale or distribution of a controlled substance during the term of service.

A service site has the option of dismissing JV/AmeriCorps members based on grounds related to performance and service related standards. **However, these standards must be clearly articulated to the members at the beginning of their service period and any dismissal related to performance should be well-documented.** If the JV/AmeriCorps member is consistently not meeting your standards of service, notify your JVC Northwest Program Coordinator, who will notify the AmeriCorps Program Manager and they will communicate with you regarding corrective action with the member. If a member is released for cause, they will not receive any part of an education award and may be disqualified from future service through AmeriCorps.

# JV/AMERICORPS MEMBER EXPECTATIONS

JV/AmeriCorps members are expected to adhere to all expectations spelled out in the Placement Agreement (and for AmeriCorps members, the Member Contract) as well as fully engage in all aspects of the JVC Northwest AmeriCorps program during the service year.

- A. The JV AmeriCorps member makes a firm commitment to complete their full term of service as specified on the top of page two of this Placement Agreement. The JV AmeriCorps member will not seek to break this commitment unless the reason qualifies as a “compelling personal circumstance.” Some examples of reasons that may justify release from service include a member's critical illness, a serious family matter, or death or critical illness in the member's immediate family. It may also include premature termination of the program or other programmatic problems beyond the member's control.
- B. The JV AmeriCorps member affirms the JVC Northwest Covenant (see Appendix C) and Drug and Alcohol Policy (see Appendix B), the Code of Conduct (see Appendix D), and the Whistle Blower Policy (Appendix E) previously signed as a condition of acceptance into JVC Northwest, with respect to living the four JVC Northwest values.
- C. The JV AmeriCorps member will uphold all tenets of the AmeriCorps member contract they signed at Orientation, including but not limited to completion of performance measures, timesheets, and evaluations.
- D. The JV AmeriCorps will live in their assigned JV Community throughout the year.
- E. The JV AmeriCorps member is to:
  - 1. Attend and participate in the JVC Northwest Orientation week.
  - 2. Participate and share leadership in weekly Community activities and Spiritual sharing/Reflection gatherings.
  - 3. Attend regular community meals and activities as decided by the community.
  - 4. Participate in regular business meetings as decided by the community and following the guidelines for ethical and financially responsible practices around the community account.
  - 5. Participate in the structured closure of the year with the community.
- F. JV AmeriCorps members are expected to participate in JVC Northwest sponsored retreats.
- G. The JV AmeriCorps member is expected to wear AmeriCorps gear at their service site every day.
- H. The JV AmeriCorps member will not access Supplemental Nutrition Assistance Program (SNAP) and/or related benefits during their service year.
- I. The JV AmeriCorps member will fulfill the service description for which the JV AmeriCorps member is accepted, plus have a readiness to participate in other activities which are not necessarily part of the service description but are integral to the assignment and are compliant with AmeriCorps regulations.
- J. JV AmeriCorps members are encouraged to discuss specific dates of leave from service with the site supervisor early in the year.
- K. Any significant change in the JV AmeriCorps member’s community situation requires prior consultation with the Program Coordinator.
- L. All behavior of the JV AmeriCorps member shall promote the welfare of the JV AmeriCorps member, their JVC Northwest community, and the mission of the Partner Agency and JVC Northwest. A JV AmeriCorps member who fails to meet this standard will be considered for dismissal.



- M. In compliance with JVC Northwest AmeriCorps Program policy, the JV AmeriCorps member is to receive no remuneration from the Partner Agency or JVC Northwest of any kind outside of the designated living allowance.
- N. The full-time JV AmeriCorps member receives a monthly living allowance. All JV AmeriCorps members will share in the cost of community expenses which include, but are not limited to, housing costs, food and utilities.
- O. The JV AmeriCorps member is responsible for a housing cost of \$425 per month (or amount adjusted to a 10- or 11-month term) payable to JVC Northwest which includes rent and other associated housing costs. The JV AmeriCorps member is also responsible for individual costs including, but not limited to, transportation to and from the service site as needed, medical co-pays and/or deductibles, and other living expenses they incur.
- P. Failure of the JV AmeriCorps member to fulfill the above responsibilities (V. A-O) may result in early termination from the program, which may result in losing the AmeriCorps living allowance, the Segal Education Award, and the opportunity to be eligible to participate in other national service programs in the future.
- Q. If in the rare instance a JV AmeriCorps member makes the decision to leave JVC Northwest, or the JV AmeriCorps member's service is terminated, they agree to make reasonable effort to pay to the community account their share of outstanding community expenses related to their time serving and living in community.

# JVC NORTHWEST PROGRAM POLICIES

## JVC NORTHWEST AMERICORPS CRIMINAL HISTORY CHECK REQUIREMENTS

*Note: JVC Northwest conducts criminal background checks on all JV/AmeriCorps members and keeps the appropriate documentation on file in the JVC Northwest office.*

### **JV/AmeriCorps Member Checks follow these guidelines:**

The National Service Criminal History check is a three-part check requirement for individuals serving in, or working for, a program or project that allows for recurring access to a vulnerable population. Newly enrolled or hired individuals in predictable contact with children (17 and younger), senior citizens (60 and older), and individuals with disabilities must undergo:

1. A National Sex Offender Public Website check (NSOPW);
2. A statewide criminal history repository check of the state of residency at the time of application to JVC Northwest AND the state where the individual will work/serve and,
3. A fingerprint-based FBI criminal history check.

JVC Northwest is required to ensure that, until the results from the state criminal registry checks (or the FBI fingerprint check) have been reviewed, **a member must not have any access to a vulnerable beneficiary without being accompanied by an authorized program representative who has been previously cleared for such access.** Vulnerable populations are defined as children under 18 years of age, persons aged 60 and older, and persons with disabilities (in accordance with the Rehabilitation Act). **In cases in which background checks have not been cleared, JVC Northwest will inform site of responsibilities regarding accompaniment and the further documentation required.**

**JVC Northwest follows the same criminal history check guidelines for JV/AmeriCorps members serving in Independent (non-AmeriCorps) placements with the exception that it does not run the fingerprint-based FBI national check.**

## JVC NORTHWEST AMERICORPS TUTORING POLICY

Most JV/AmeriCorps members serving in education provide academic supports as their primary activity. If tutoring is a primary activity at the service site the tutoring policy below must be followed.

**Academic Supports:** If a program does not involve tutoring as defined in below, but rather provides other academic supports, sites must ensure in conjunction with JVC Northwest that JV/AmeriCorps members receive adequate training and supervision and have the qualifications and skills necessary to provide the service activities in which they will be engaged.

**Tutoring:** A tutor, as per the Corporation's definition, is someone whose **primary goal** is to increase academic achievement in reading or other core subjects through planned, consistent, one-to-one or small-group sessions and activities that build on the academic strengths of students in kindergarten through 12th grade, and target their academic needs. *A tutor does not include someone engaged in other academic support activities, such as mentoring and after-school program support, whose primary goal is something other than increasing academic achievement. For example, providing a safe place for children is not tutoring, even if some of the program activities focus on homework help.*

A program in which members engage in tutoring for children must:

- (a) Articulate appropriate criteria for selecting and qualifying tutors, including that members serving in a tutoring program must have a high school diploma
- (b) Identify the strategies or tools it will use to assess student progress and measure student outcomes

- (c) Certify that the tutoring curriculum and pre-service and in-service training content are high-quality and research-based, consistent with the instructional program of the local educational agency and with State academic content standards.
- (d) Include appropriate member supervision by individuals with expertise in tutoring; and
- (e) Provide specialized high-quality and research-based, member pre-service and in-service training consistent with the activities the member will perform.

### ***CONFIDENTIALITY POLICY***

**JV/AmeriCorps Member Records:** Service sites must maintain the confidentiality of information regarding individual JV/AmeriCorps members. They must obtain the prior written consent of all JV/AmeriCorps members before using their names, photographs and other identifying information for publicity, promotional or other purposes.

Service sites may release aggregate and other non-identifying information, and are required to release JV/AmeriCorps member information to the Corporation and its designated contractors. Service sites must permit a JV/AmeriCorps member who submits a written request for access to review records that pertain to the JV/AmeriCorps member and were created pursuant to their participation in the JVC Northwest AmeriCorps Program.

**Evaluation and Performance Measurement:** JVC Northwest must complete ongoing evaluation for our AmeriCorps grant. For evaluation purposes and to regularly measure our impact, we will be collecting data from partner agencies and members throughout the service year both in the form of performance measurement and evaluation data. JVC Northwest establishes processes to protect the confidentiality of all service recipient records. Service sites should follow their established guidelines for protecting the confidentiality and privacy of program beneficiaries and help ensure that JV/AmeriCorps members are trained and can follow safeguard procedures to ensure participant protection and confidentiality.

### ***JVC NORTHWEST LIABILITY INSURANCE POLICY***

Programs and service sites must have adequate general liability coverage for the organization, employees and JV/AmeriCorps members, including coverage of JV/AmeriCorps members engaged in on- and off-site project activities. Service sites must institute safeguards as necessary and appropriate to ensure the safety of JV/AmeriCorps members. JV/AmeriCorps members may not participate in projects that pose undue safety risks. JV/AmeriCorps member sites must submit proof of liability insurance to JVC Northwest.

### ***JVC NORTHWEST AMERICORPS NON-DISCRIMINATION AND NON-HARASSMENT POLICY***

Programs participating in the JVC Northwest AmeriCorps Program will not discriminate in the selection and participation of AmeriCorps members based on race, color, religion, sexual orientation, military discharge, sex, national origin, age, disability, or any other characteristic unrelated to the ability to perform the essential functions or basic tenets of programs participating in JVC Northwest AmeriCorps, or any bona fide occupational qualifications.

Some JVC Northwest agency partners have a distinct faith-based heritage, which all applicants will understand represents the spiritual foundation of these programs. If an individual chooses to participate in religious activities separately from the JVC Northwest AmeriCorps Program, any such participation is voluntary and may not be counted towards completing the AmeriCorps term of service, (see AmeriCorps Prohibited Activities).

Programs participating in the JVC Northwest AmeriCorps Program will make reasonable accommodations for qualified individuals with known disabilities, as long as the accommodation does not impose an undue hardship on the program. This policy governs all aspects of the program, including selection, placement assignment, compensation, and access to benefits and training.

Any JV/AmeriCorps member with questions or concerns about any type of discrimination in their service site are encouraged to bring these issues to the attention of their immediate supervisor, superior, program director, and/or JVC Northwest AmeriCorps staff. If the service site is found to be engaging in such activities, removal of current JV/AmeriCorps member(s), and possible denial of future members at that service site, can result.

Discrimination on the part of fellow AmeriCorps members will also not be tolerated. Anyone found to be engaging in any type of unlawful or harassing discrimination will be subject to disciplinary action, up to and including dismissal from the program.

Sites participating in AmeriCorps will not tolerate harassment of any kind. Harassment includes threatening or insinuating that the refusal to submit to sexual advances will adversely affect admission or program benefits. Harassment may also include conduct such as unwanted sexual flirtation or touches; abusive or degrading language; graphic or suggestive comments; or displaying inappropriate objects or pictures. Any member who believes that they have been subject to harassment of any kind, or who have knowledge about harassment of others, should report the harassment to an immediate supervisor, superior and/or Mary Hegel, JVC Northwest AmeriCorps Manager. Any member who is found to have engaged in harassment will be subject to appropriate discipline, up to and including expulsion from JVC Northwest AmeriCorps program.

### **Public Notice of Non-Discrimination**

It is against the law for organizations that receive federal financial assistance from the Corporation for National and Community Service to discriminate on the basis of race, color, national origin, disability, sex, age, political affiliation, or, in most cases, religion. It is also unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, site supervisors and/or JV/AmeriCorps members may bring a complaint to the attention of the Corporation for National and Community Service. If it is believed that an individual(s) have been discriminated against, or for more information, contact:

JVC Northwest AmeriCorps Program  
PO Box 22125  
Portland, OR 97269  
503.335.8202 (Rebecca Sutton-Kanyako)

Or

Office of Civil Right and Inclusiveness  
Corporation for National and Community Service  
1201 New York Avenue, NW  
Washington, DC 20525  
(800) 833-3722 (TTY and reasonable accommodation line)  
(202) 565-3465 (FAX); eo@cns.gov (email)

### ***JVC NORTHWEST AMERICORPS REASONABLE ACCOMMODATION POLICY***

Programs and activities must be accessible to persons with disabilities, and the grantee must provide reasonable accommodation to the known mental or physical disabilities of otherwise qualified members, service recipients, applicants, and program staff. All selections and project assignments must be made without regard to the need to provide reasonable accommodation.

By far, the vast majority of accommodations are inexpensive. The Office of Disability Employment Policy operates a toll-free, confidential, free resource for employers on reasonable accommodation requirements and options for accommodating employees at (800) 526-7234 (voice/TDD), e-mail at JAN@jan.icdi.wvu.edu, or website at [www.jan.wvu.edu](http://www.jan.wvu.edu).

Accommodations that impose an undue financial or administrative burden on the operation of the site or

fundamentally alter its nature are not reasonable accommodations. However, the site must document and prove any undue burden. Similarly, a person who poses a direct threat to the health or safety to himself or herself or to others, where the threat cannot be eliminated by reasonable accommodation, is not a qualified individual with a disability. In such instances the grantee must document and prove the direct threat.

Contact the AmeriCorps Program Manager if you need to request assistance for reasonable accommodations.

### ***JVC NORTHWEST AMERICORPS DRUG-FREE AND ALCOHOL-FREE WORKPLACE POLICY***

In accordance with the Drug-Free Workplace Act of 1988, the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance (including alcohol) is prohibited in the member's workplace and program.

The JV/AmeriCorps member's participation in JVC Northwest AmeriCorps is conditioned upon compliance with the notice requirements. Failure to adhere to this policy may result in disciplinary action, including termination. Service sites must notify JVC Northwest AmeriCorps if a JV/AmeriCorps member is convicted of any criminal drug statute violation occurring in the workplace no later than five calendar days after the conviction.

### ***GRIEVANCE PROCEDURE***

JVC Northwest has both an informal and formal method for resolving the concerns and/or disputes involving the JVC Northwest AmeriCorps Program. Grievances may involve concerns or disputes involving a member's proposed service assignment, service evaluation, suspension, or dismissal. This procedure also may be used to resolve concern or disputes concerning non-selection of JV/AmeriCorps applicant, displacement of employees, or duplication of activities by AmeriCorps. These procedures are open to participants, labor organizations, and other interested individuals concerning the AmeriCorps program. The Informal Resolution Process and the Formal Complaint Procedure are both described below. The Informal Resolution Process is completed before the Formal Grievance Procedure begins.

**Definitions:** For the purposes of this policy, the individual filing the complaint is called the "complainant." The person against who the complaint is made is called the "respondent."

Please Note: The steps described below describe JVC Northwest's general approach for addressing concerns and disputes. JVC Northwest reserves the right to adjust this approach when circumstances warrant.

#### ***1. Informal Resolution Process***

- a. ***Cooperative Resolution:*** JVC Northwest will resolve concerns and disputes about its program informally whenever possible through personal and cooperative meetings with the involved parties.
  - i. Concerns and disputes about JVC's AmeriCorps Program must be addressed to the Associate Director or the AmeriCorps Manager, or their designee, either orally or in writing **within 45 days** of the alleged occurrence.
  - ii. Upon receiving written or oral notice of concern or dispute, the Associate Director or the AmeriCorps Manager, or their designee, will, as circumstances permit:
    1. Communicate with the party raising the concern or dispute to determine the nature of the concerns or dispute; and
    2. Attempt to resolve the concerns or dispute with involved parties using a variety of methods including, but not limited to:
      - a. mediating the concerns with the parties;
      - b. assisting the placement with the resolution of the concerns; or
      - c. conducting a preliminary inquiry into relevant issues.
  - iii. If the concerns or dispute are not resolved within 30 calendar days of the initiation of the Informal Resolution Process, the party with the concern or dispute may file a formal grievance which will be handled under the Formal Grievance Procedure (Step 2).

- b. Alternative Dispute Resolution: Alternatively, the involved parties may seek resolution of the concerns or dispute through means of Alternative Dispute Resolution (ADR), such as negotiation, mediation, or facilitation.
  - i. ADR **must be initiated within 45** calendar days of the alleged occurrence.
  - ii. A mutually agreed upon neutral, third party will facilitate the proceedings and function specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement.
  - iii. The proceedings will be informal and the rules of evidence will not apply. Within the extent of the law, the proceedings will also be confidential. No communication or proceeding from ADR may be referred to or used as evidence in later proceedings.
  - iv. If the matter is resolved:
    1. the terms of the resolution are recorded in a written agreement;
    2. the complainant will agree to forego filing any further grievance on the matter under consideration;
  - v. If the matter is not resolved within 30 calendar days of initiation of ADR, the party with the concern or dispute has the right to file a formal grievance.

## **2. Filing a Formal Grievance**

If the concerns or dispute regarding the JVC Northwest AmeriCorps Program are not resolved with the Informal Resolution Process, the complainant may file a grievance and, in doing so, must adhere to the procedure explained below.

1. Except for complaints alleging fraud or other criminal activity, grievances must be filed within one year of the date of the alleged occurrence.
2. The grievance must be in writing and filed with the Executive Director at JVC Northwest. If the grievance is filed against the Executive Director, the written grievance must be submitted to the Chair of the Board of Directors. The grievance should include, to the best extent possible, the following information:
  - a. The full name and contact information of the complainant;
  - b. The full name and contact information of the respondent, or other information sufficient to identify the respondent;
  - c. A clear and concise statement of the facts, as alleged, including pertinent dates, constituting the alleged violations;
  - d. The provision of the act, regulations, grant, contract or other agreements under the act believed to have been violated; and
  - e. The relief requested.
3. If ADR was used in the Informal Resolution Process, the neutral party from ADR may not participate in the formal grievance process.
4. The Executive Director, or the Board Chair if the grievance is against the Executive Director, from JVC Northwest will meet with the complainant to learn more about the grievance and will determine a plan of action which may include, but is not limited to:
  - a. conducting an objective investigation into the allegations;
  - b. interviewing respondent and witnesses; and
  - c. reviewing any supporting documentation.
 All parties involved have the right to have another person present as a witness during interviews.
5. Information concerning an investigation is generally considered confidential and will be disclosed as JVC Northwest determines is necessary for business purposes or if required by law.

6. Complainants and respondents are expected to fully cooperate with any investigation. If the complainant does not or cannot cooperate, the complaint may be deemed withdrawn. If the respondent does not cooperate, it may be considered a violation of JVC Northwest policy.
7. After completing the investigation, the Executive Director, or the Board Chair if the grievance is against the Executive Director, will render a decision on the grievance and suggest a remedy, if any. A decision on the grievance will be made no later than 60 calendar days after the filing.

### **3. Binding Arbitration**

1. If there is an adverse decision against the complainant, or no decision has been reached after 60 calendar days of filing a grievance, the complainant may submit the grievance to binding arbitration before a qualified arbitrator who is jointly selected and who is independent of the interested parties.
2. If a party chooses to pursue binding arbitration, the party must notify the adverse party in writing of its submission of the grievance to binding arbitration within 30 calendar days of the formal grievance decision. Failure to file for arbitration within 30 calendar days of the formal grievance is considered untimely, the formal grievance decision is final, and the party waives its right to pursue arbitration.
3. If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the parties, the CEO of the Corporation for National and Community Service (Corporation) will appoint an arbitrator.
4. An arbitration proceeding must be held no later than 45 calendar days after the request for arbitration. If the arbitrator is appointed by the CEO of the Corporation, the proceeding must occur no later than 30 calendar days after the arbitrator's appointment.
5. A decision must be made by the arbitrator no later than 30 calendar days after the date the arbitration proceedings began.
6. The arbitration, including all processes, proceedings and remedies, shall be consistent with 45 CFR §2540.230.

# **APPENDICES**



**APPENDIX A**

**SAMPLE 2015-16 SITE MONITORING TOOL**

*This tool is to be completed by the Program Coordinator (PC) during the fall area visit.*

Date of Visit: \_\_\_\_\_

Service Site (Agency and Program Name, no abbreviations): \_\_\_\_\_

Site Supervisor Name(s): \_\_\_\_\_

JV/AmeriCorps Member: \_\_\_\_\_

Program Coordinator: \_\_\_\_\_

Please evaluate by placing an “X” in the appropriate box.

**ONBOARDING AND POSITION DESCRIPTION**

	<b>Meets Expectations</b>	<b>Follow up Needed</b>	<b>Comments</b>
Member has sufficient number of hours of direct service/capacity building (35 hours/week) and total hours of service (40 hours/week). <i>A minimum of 1700 hours/year is needed for AmeriCorps members.</i>			
Position description clearly and accurately describes responsibilities and time allocation for tasks.			
All service site locations are listed correctly on the position description.			
Member duties and schedule match submitted position description.			
Supervisor has noted any possible program changes that could impact position responsibilities at different times of the year.			
Member understands agency policy for holiday/sick days; days of service; and leave from service (10 days).			
Member received orientation/training to understand the work of the agency, the social context/reality in which it works, and their role within it.			
Member is aware of the agency’s emergency procedures and safety protocols.			

**COMMUNICATION AND TECHNOLOGY:**

	Meets Expectations	Follow up Needed	Comments
Supervisor participated in JVC Northwest site supervisor orientation webinar.			
Supervisor is able to access webinars and use websites for communication with JVC Northwest and/or AmeriCorps and will inform us if difficulties arise. <a href="http://jvcnorthwest.org/partner-agency-resources/">http://jvcnorthwest.org/partner-agency-resources/</a> Password: <b>Impact2G</b>			

**SITE SUPERVISION:**

	Site supervisor meets weekly with member; provides ongoing guidance and support.			
	Supervisor has noted any anticipated changes in supervision.			
AmeriCorps Placements Only	Supervisor understands expectation that they approve members' reported service hours by 10 <sup>th</sup> of each month.			
	Supervisor understands the Performance Measurement aligned with the JV/AC Member position and provides ongoing support toward completion.			
	Supervisor is aware of Prohibited Activities.* See page 20 in partner agency handbook			
	Agency supports AmeriCorps promotion by posting a sign that an AmeriCorps member serves there and displays the AmeriCorps logo on their website or appropriate communications.			

**POLICIES:** The partner agency abides by the following policies as outlined in the partner agency handbook p. 26 - 29

Non-Discrimination and Non-Harassment Policy			
Reasonable Accommodation Policy			
Drug-Free Workplace Policy			
Grievance Procedure			

**Additional Comments:**

\_\_\_\_\_  
Program Coordinator Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Site Supervisor Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

cc: Amy Potthast, Director of Programs  
Carolyn Chu, JV Program Manager  
Rebecca Sutton-Kanyako, AmeriCorps Program Manager  
Site Supervisor

## APPENDIX B

### JVC NORTHWEST DRUG AND ALCOHOL POLICY

Jesuit Volunteer Corps (JVC) Northwest engages individuals in a transforming year of full-time service. Jesuit Volunteers (JVs) in the Northwest examine and act on the causes of social and ecological injustice to promote peace and structural change. We recognize that addiction has been and continues to be a destructive force in families and communities around the world; therefore, we ask that serious reflection and action in line with this covenant be taken in terms of alcohol use and that JVs abstain from drug use during their service year. We view our policy on drugs and alcohol as consistent with the intentions in our Covenant: to live healthily in community, simply and sustainably, as spiritual persons committed to justice.

It is the intent of the JVC Northwest staff to challenge all Jesuit Volunteers to:

- \* be aware of, reflect upon, discuss among themselves, and act intentionally with respect to the use of alcohol in relation to the JVC Northwest values
- \* explore ways of socializing that do not involve alcohol
- \* recognize abusive use of alcohol as contrary to living the JVC Northwest values
- \* think critically about the relationship between living in solidarity with the communities JVs serve and how drugs and alcohol currently impact these communities

#### **The policy of JVC Northwest regarding drugs and alcohol is as follows:**

- \* The use, sale or possession of any illegal drug, marijuana, drug-related paraphernalia, or other illegal substances by a JV during the JVC Northwest program year is unacceptable.
- \* We acknowledge that marijuana is legal in Alaska, Oregon, and Washington states, but not in Idaho and Montana. All JVs, regardless of where they are placed, commit to not using marijuana during their service year.
- \* Alcohol, marijuana, and/or non-prescription drugs will not be present at Orientation or retreats.
- \* JVs will consider the effects of alcohol consumption not just on themselves, but on their community members. JV communities will decide together if and how they want alcohol to play a part in their year and will use it with consideration and intentionality, if at all.
- \* JVs will not spend community money on alcohol or drugs.
- \* Alcohol use by a JV which impairs judgment and/or illegal drug or marijuana use are is unacceptable in JVC Northwest.
- \* JVs living in/near Hays, Ashland, and St. Xavier, Montana will commit to a dry community, which means refraining from purchasing or consuming alcohol in or near their locale.
- \* JVs living in Omak, Washington and Bethel, Alaska will commit to a dry community for the first three months of the program, during which they will engage in a discernment process to determine their alcohol policy for the rest of the service year.

If a JV engages in behavior that is in violation of this drug and alcohol policy and/or abuses alcohol or drugs in a way that is destructive to themselves and/or their community, the JV may be required to comply with one or more of the following: agree to a drug and alcohol assessment conducted by a professional identified by JVC Northwest, which may include a urinalysis, and agree to release the information to JVC Northwest; agree to and follow through with the recommendations of the assessment, entering into substance abuse counseling, if necessary; abstain from alcohol and drugs for the remainder of the JV year; be dismissed from the JVC Northwest program.

JVC Northwest has adopted this policy because it conforms with federal law and because of our belief that the use, sale and possession of illegal drugs or abuse of alcohol has harmful effects upon the JV, the JV community, the JV's neighborhood, JVC Northwest, and the partner agency and clients.

## APPENDIX C

### THE COVENANT OF JESUIT VOLUNTEER CORPS NORTHWEST

*“Rooted for over fifty years in the Jesuit Catholic tradition emphasizing spiritual openness and depth, Jesuit Volunteers in the Northwest examine and act on the causes of social and environmental injustice to promote peace and structural change.”*

*From JVC Northwest Mission*

With respect for individual freedom and our capacity to change, we, the staff and volunteers of JVC Northwest, are committed to certain common values. We are called to help one another to live guided by the values of Community, Simple Living, Social and Ecological Justice, and Spirituality/Reflection, acknowledging their inherent interconnectedness.

**SIMPLE LIVING** Honoring simplicity enables us to value relationships over objects and self-reflection over status. Simple living is an emptying of the self for the sake of personal, communal, and environmental transformation. In the bioregion of the Pacific Northwest, voluntary simplicity is deeply connected with the value of ecological sustainability, calling us to be mindful and proactive about how we care for the environment that sustains us. When our lives are free of an excess of activity and material possessions, our view of the world and of ourselves is clarified. We are better able to attend to our deepest self, our community, and people who are marginalized.

- Simplicity of time, energy, and resource means that I will choose to stay present to how my needs relate with the needs of the world, allowing for room to stretch and be flexible so as to truly become “a person for others” while also choosing to practice self-care when that is what naturally arises.
- I will value people and relationships over possessions or status.
- I will seek simplicity in my use of time, energy and resources.
- I will live on the monthly stipend, not accepting funds from family, friends, second jobs or any other source to supplement my living.
- I will examine and transform my personal values and habits to reflect my care and concern for the environment. Being mindful of my impact on the earth, I will socialize and recreate in ways which enhance my active and true connection with other people and the natural world.

**SOCIAL AND ECOLOGICAL JUSTICE** We work for justice by being aware of how our attitudes and behavior affect others. Our awareness urges us to change the attitudes and structures which create poverty, perpetuate oppression, and destroy ecological systems. Solidarity demands that we create change by working alongside the poor, oppressed, and vulnerable. After change has been achieved we foster reconciliation.

- I will seek truth rather than relying on prejudices, assumptions, rumor and incomplete information.
- I will strive to be just in my attitudes, language, and actions.
- I will strive to recognize and celebrate the worth of my life and the lives of others, no matter how different, in the community where we live and serve.
- I will work and live in solidarity with people who are poor, oppressed and vulnerable toward the goal of structural change in the attitudes, practices and institutions of our society.
- I will act in accordance with my ethical beliefs and responsibilities. I will live in such a way that meets the needs of the present without compromising the ability of future generations to meet their needs.

**COMMUNITY** Living in intentional community challenges us to be open, compassionate and willing to change. As we practice deep compassion with ourselves and each other at home, we are strengthened for our work in the world. We affirm our relational natures and seek the sacredness at the heart of our interactions. In community we learn that our lives are interdependent, and we have a responsibility to others, as they have to us. We come together to support and give life to one another; we are in JVC Northwest together, we are not alone.

- I will be a source of support to my community members with respect to their service and fulfillment of this covenant.
- I will take part in community business meetings and other community gatherings.
- I will evaluate my behavior and decisions in light of their effects on my community, the agency and locale where I serve, and the JVC Northwest program.
- I will address that which may be unhealthy in my own life and will accept the support of my community.
- I will listen and speak honestly with each member of my community, seeking connection in all interactions.
- I will commit to solving conflicts peaceably.

**SPIRITUALITY /REFLECTION** JVC Northwest is founded on the Ignatian principles of action and reflection. Coming together to pray and/or reflect, ponder and converse, we discover how we are being called to create a just world. We explore what it means to live a life rooted in the spirit of justice, while experiencing personal growth through reflection and service.

- I am open to the opportunity to spend time in reflection or prayer, seeking to see the sacredness of the persons I serve and encounter, the persons with whom I live and serve, and of my experience.
- I will lead and participate in weekly community gatherings that provide the opportunity to pray and/or reflect, bringing my own gifts and accepting the gifts of others. I will reflect on my personal journey and beliefs this year in the context of community.
- When attending retreats, I will participate fully by being present to the community of fellow volunteers, staff, guests and the natural setting. I will examine the ways my faith or beliefs intersect with my desire for justice. I will work for justice from a place that is grounded in peace, non-violence, and love.

**APPENDIX D**  
**CODE OF CONDUCT**

**Date adopted:** June 2011  
**Date approved:** May 14, 2016  
**Due review:** May 2018

**Jesuit Volunteer Corps Northwest**  
**Code of Conduct**

Jesuit Volunteer Corps (JVC) Northwest recognizes the inherent dignity of all individuals and promotes respect and reverential behavior toward those with whom the representatives of JVC Northwest work and serve. Representatives of JVC Northwest, including Jesuit Volunteers (JVs), Jesuit Volunteer EnCorps members (JVEs), and JVC Northwest Staff must at all times be aware of the responsibilities that accompany their work and service, uphold the values of JVC Northwest, and promote dignity and respect in their daily interactions with others.

JVC Northwest is committed to providing a safe environment for those with whom we serve and work and has adopted this code of Conduct to address the issues of potential abuse and misconduct by our JVs, JVEs, and staff. Those who act on behalf of JVC Northwest may have special influence in the lives of the people they serve and an imbalance of power and hence vulnerability can be inherent in the relationship. It is the responsibility of those representing JVC Northwest to maintain appropriate boundaries with those with whom they work and serve.

The appropriateness or inappropriateness of behavior is judged both by the intent of the representative of JVC Northwest and by its impact upon the recipient. It is the policy of JVC Northwest that the behavior of all representatives of JVC Northwest must comply with professional ethical standards. Not only must the actual behavior meet appropriate standards, but all representatives of JVC Northwest are expected to act in ways which do not give the appearance of impropriety. Additionally, the relationships between JVC Northwest staff, JVs, and partner agencies must adhere to ethical professional standards. Violation of this Code of Conduct may result in removal from the JV or JVE Program, termination of employment, or other appropriate action in the discretion of JVC Northwest.

1. **Policy on Prevention and Screening** JVC Northwest seeks to minimize risks to children and vulnerable adults through a prevention and screening program that includes applications, interviews, reference, and criminal history checks.
  - a. JVC Northwest conducts criminal history/background checks on all JVs and staff prior to acceptance as a representative of the program. Acceptance into the program for JVs and the hire of staff are contingent upon the successful completion of the criminal history/background checks. JVC Northwest may also conduct criminal history/background checks on JVEs as it deems appropriate.
    - i. Staff:
      - JVC Northwest follows the guidelines provided by the Corporation for National and Community Service (CNCS) for conducting criminal history checks for all staff which include a National Sex Offender Public Website (NSOPW) check, a state criminal history check from the state in which the employee will work (Oregon or Washington at this time), and a state criminal history check from the state where the employee made application for employment.
    - ii. Jesuit Volunteers and Jesuit Volunteer EnCorps Members:
      - For JVs who are not AmeriCorps members and JVEs, the pre-acceptance criminal history screening will include state repository criminal history checks of the state where the applicant lived at time of application and the state where the JV will be serving, as well as a NSOPW check.
      - For JVs who are AmeriCorps members, JVC Northwest follows the guidelines provided by the Corporation for National and Community Service which includes a state repository

criminal history check from the state in which they will serve, a state repository criminal history check from the state where the JV AmeriCorps member made application, a FBI national criminal history check, and a NSOPW check.

b. Any staff, JV, or JVE who is listed, or required to be listed, on a sex offender registry; convicted of murder; refuses to undergo the criminal history check process; or makes a false statement in connection with a program's inquiry concerning the person's criminal history is ineligible to work or serve. If a prospective JV's, JVE's or staff's criminal history/background check(s) indicate any convictions other than murder, the Executive Director of JVC Northwest will determine whether or not such conviction(s) renders the candidate ineligible to serve or work. If the Executive Director determines that the convictions constitute grounds for ineligibility, the candidate will be sent a letter of denial of acceptance with a summary of their rights under the Fair Credit Reporting Act (FCRA). If a prospective JVC Northwest Executive Director's criminal history/background check indicates any convictions, the Chair of the Board of Directors will determine whether or not such conviction(s) render the candidate ineligible. If the Board Chair determines that the convictions constitute grounds for ineligibility, the Executive Director candidate will be sent a letter of denial of acceptance with a summary of their rights under the Fair Credit Reporting Act (FCRA).

2. **Policy Regarding Treatment of Vulnerable People.** As stated above, JVC Northwest is committed to providing a safe environment for those with whom we serve, many or all of whom are vulnerable people. For purposes of this Code of Conduct, the term "vulnerable people" includes the following:

- Children and youth under the age of 18;
- Persons aged 60 and older;
- All persons who, because of physical, mental or emotional impairment, or the effects of recent life experiences, are currently unable to exercise an average adult's physical or emotional independence, mental insight or judgment;
- All clients to whom JVs, JVEs or their placement agencies provide services;
- All persons over whom any person, due to their status as a JV, JVE or JVC Northwest staff member, is in a position of power;
- In the case of a staff member, Jesuit Volunteers whom they supervise, advise, or over whom they may be in a position to exercise influence or power due to their position on the JVC Northwest staff;
- All other persons who a reasonable adult would consider vulnerable.

a. JVC Northwest recognizes that every JV, JVE and staff member is in a position of power when working with vulnerable people, and they therefore have the responsibility of setting and communicating healthy boundaries in order to prevent situations that can be later misinterpreted as abuse.

b. All JVC Northwest representatives shall strive to use positive reinforcement rather than criticism, competition, or comparison when working with vulnerable people.

c. JVC Northwest representatives shall not accept expensive gifts (i.e., gifts with a value in excess of \$50.00) from vulnerable people, their family or friends and anyone at partner agencies.

d. JVC Northwest representatives shall refrain from giving expensive gifts (i.e., gifts with a value in excess of \$50.00) to vulnerable people, their family or friends and any person at partner agencies.

e. JVC Northwest representatives shall not engage in the following conduct:

- i. Smoke or use tobacco products in the presence of vulnerable people, unless in the context of a cultural or spiritual ritual or ceremony.
- ii. Use, possess, or be under the influence of alcohol or any other intoxicating or mind-altering drug at any time while serving with or in the presence of vulnerable people. An exception will be made for receiving sacramental wine as part of Mass or another religious ceremony.
- iii. Inflict any emotional or physical harm or pose any emotional or physical risk to vulnerable people.
- iv. Strike, spank, shake, slap or physically harm others, or touch them in a way that may reasonably be perceived as unnecessary, inappropriate or involving too much force.

- v. Humiliate, ridicule, threaten, degrade or emotionally and mentally abuse others.
- vi. Touch a vulnerable person in a sexual or other inappropriate manner, or in a way that might be interpreted as sexual or otherwise inappropriate.
- vii. Engage in sexual abuse or harassment including, but not limited to, offering gifts, money or preferential treatment in exchange for sexual favors or using threatening behavior to obtain sexual favors.
- viii. Use any discipline that frightens or humiliates vulnerable people.
- ix. Use inappropriate profanity in the presence of vulnerable people.

f. In applying the foregoing, the following Touching Guidelines shall apply:

- i. Touching must be age-appropriate and based on the need of the minor or the client and not on the need of the adult. An adult must avoid physical contact when alone with a minor or disabled adult, unless required to carry out position duties. Touches and embraces that are experienced or reasonably perceived as uncomfortable to the individual, adult or minor, are forbidden.
- ii. Adults should avoid any physical touching of vulnerable people, minors, or disabled adults that may reasonably be perceived as sexual in nature.
- iii. Examples of behaviors that can be misconstrued as sexual in nature, and thus are to be avoided, include but are not limited to:
  - inappropriate or lengthy embraces
  - kissing
  - touching bottoms, chests, legs or genital areas
  - spanking or slapping
  - showing affection while in an isolated location
  - wrestling or tickling
  - piggy-back rides
  - massages
- iv. It is important to remember that, when dealing with a minor who inadvertently misplaces hands on a JV/JVE, the suggested way of dealing with this is to gently take the hands and remove from the inappropriate spot, kneel down to the child's level and continue the discussion at eye level. If a minor initiates physical contact, such as a hug, a reciprocal, appropriate, limited response is proper.

g. In applying the foregoing, the following Guidelines regarding Verbal and Nonverbal Abuse shall apply. Examples of speech or actions which are inappropriate include but are not limited to:

- i. compliments that relate to physique or body development;
- ii. humiliation, ridicule, bullying, or degradation of another person;
- iii. topics of discussion, vocabulary, recordings, films, games, computer software, internet sites or any other form of personal interaction or entertainment that could not be used comfortably in the presence of parents;
- iv. sexually explicit or pornographic material;
- v. sexual innuendo;
- vi. singling out of persons, especially children, for special personal attention or personal gifts.

h. JVC Northwest representatives shall cooperate fully in any investigation conducted by law enforcement or agency representatives or JVC Northwest representatives regarding abuse or inappropriate treatment of vulnerable people.

3. **Policy on Dual Relationships/Personal Boundaries.** Dual relationships are those in which the professional or service purpose is intermingled with personal friendship. Key points to be adhered to and/or aware of, in relationships are:

- Sexual relationships with supervisors, clients or students are forbidden.
- JVs and JVEs assume responsibility for setting and maintaining clear, appropriate physical and emotional boundaries in all professional relationships.



- In situations where an inappropriate personal or physical attraction develops between a JV/JVE and an adult, client or young person, the JV/JVE is responsible to maintain clear, professional boundaries.
  - It is unprofessional to suggest that the relationship between JVs/JVEs and those who seek their help is a two way relationship in which the JV/JVE also receives benefits or services from the interaction. It is the responsibility of the JV/JVE to retain a professional relationship, not the client.
  - The appearance or reality of concealing or asking individuals to conceal the fact and nature of a personal relationship is a violation of such boundaries.
  - It is recommended that JVs/JVEs be accompanied by at least one other adult when hosting activities for minors or vulnerable adults with whom they have become acquainted through their work placements. In cases where this is not possible, JVs/JVEs are to follow the rules on chaperoning as outlined by the placement site where the JV serves.
  - When taking minors or vulnerable adults on field trips, conferences or tours, the rules and protocols of the placement site are to be followed.
4. **Policy on Reporting Abuse.** JVs, JVEs and staff members shall report suspected physical, emotional or sexual abuse, as provided herein. Depending on the applicable law in the state where the JVC Northwest representative is serving and/or type of position they have in a Partner Agency, failure to report suspected abuse to governmental authorities may result in criminal prosecution.
- a. Suspected abuse must be reported to the following:
    - i. The Executive Director of JVC Northwest and/or Board Chair (See Appendix D); and
    - ii. If a JV/JVE is reporting abuse or misconduct at the placement site, the site supervisor or, if the site supervisor is the alleged abuser, to the next highest authority; and
    - iii. Governmental authority for the state where the abuse or misconduct occurs, if required and/or necessary. See Appendix B for information regarding the pertinent governmental authorities in various states.
  - b. When reporting abuse, as much as possible of the following information must be included:
    - i. Nature of the harm or specific incident that precipitated the report;
    - ii. Date and descriptions of the alleged abuse, injuries or dangers;
    - iii. Identity of the victim of the alleged abuse;
    - iv. Identity of alleged abuser and the relationship to the vulnerable person;
    - v. Witnesses to the incident and how they may be reached;
    - vi. Details of any physical evidence available;
    - vii. Accessibility the alleged abuser may have to the victim of abuse or any other vulnerable
      - i. person;
    - viii. Present condition of the victim of the alleged abuse (alone, needing medical attention, etc.);
    - ix. The current location of the victim and directions to get there;
    - x. Any statements from the victim;
    - xi. The way the reporter came to know the information and the reporter's thoughts about the likelihood of further harm to the victim.
  - c. When reporting abuse, the dignity of the alleged abuser is to be maintained.
  - d. JVC Northwest will not tolerate retaliation by partner agencies, board members, staff, JVs or JVEs for reports made in good faith. (See Appendix C)
  - e. For purposes of this Code of Conduct, the term “abuse” includes the following:
    - i. physical abuse, defined as any touching in a manner that may be reasonably perceived as unnecessary, inappropriate or excessive, such as hitting, biting, scratching, pinching, pushing, kicking, slapping, shaking, spanking, etc.;
    - ii. sexual abuse or harassment, including but not limited to engaging in any sexual act with a vulnerable person, touching a vulnerable person in any manner that might reasonably be considered to be of a sexual nature, using language of a sexual nature in the presence of a vulnerable person, asking a vulnerable person to engage in any sexual act, offering gifts,

- money or preferential treatment to any vulnerable person in exchange for sexual favors and using threatening behavior to obtain sexual favors from any vulnerable person;
- iii. unjust or improper use of a vulnerable person's resources for one's own profit or advantage;
- iv. physical, emotional or mental injury;
- v. psychological abuse, defined as using verbal and/or non-verbal behavior that may reasonably be perceived to demonstrate disrespect, including but not limited to sarcasm, retaliation, intimidation, manipulation or coercion, teasing, inappropriate posturing or gestures;
- vi. financial abuse or exploitation.

**5. Policy on Responding to Allegations of Abuse or Misconduct by a JV or JVE.**

- a. JVC Northwest, or a representative authorized by JVC Northwest, will conduct a confidential investigation of an allegation of abuse or misconduct by a JV or JVE.
- b. Any report of abuse allegations received by JVC Northwest personnel are to be reported to the Executive Director (ED) immediately. If the ED is unavailable to receive the report, the Chair of the JVC Northwest Board of Directors is to be contacted. The ED, or their designee, will coordinate the investigation of the allegation of abuse. If the allegation of abuse involves the ED, the Chair of the Board will be contacted and coordinate the investigation.
- c. Within 24 hours of receiving a report of abuse, the lead investigator will be in contact with the following:
  - i. The person who reported the abuse;
  - ii. The accused person;
  - iii. Placement site staff.
- d. A JV or JVE who is the subject of an allegation of abuse within the context of a placement site will be asked to take an immediate leave of absence from the placement site. If the JV or JVE refuses to do so, they will be suspended from the JVC Northwest program immediately. This leave of absence or suspension does not imply guilt; it is imposed to protect the alleged abuser and alleged victim during the investigation.
- e. JVC Northwest will consult with legal counsel as appropriate during the investigation.
- f. If the alleged abuse is against a fellow community member, a temporary place to stay will be arranged for the alleged abuser and/or alleged victim.
- g. The lead investigator will maintain contact with local authorities as needed to cooperate with their investigation.
- h. The lead investigator will document all conversations and actions taken in the investigation of any allegation of abuse. All notes will be kept in a confidential file.
- i. Before finalizing any report of the investigation, the lead investigator shall send a draft of the report to legal counsel for legal advice.

**6. Policy on Responding to Allegations of Abuse or Misconduct By Staff or Board Member of JVC Northwest**

- a. JVC Northwest will conduct a confidential investigation of an allegation of abuse or misconduct by a staff member of JVC Northwest.
- b. Any reports of abuse allegations received by JVC Northwest personnel are to be reported to the Executive Director (ED) immediately. If the ED is unavailable to receive the report, the Chair of the JVC Northwest Board of Directors is to be contacted. The ED, or their designee, will coordinate the investigation of the allegation of abuse. If the allegation of abuse involves the ED, the Chair of the Board will be contacted and coordinate the investigation.

- c. If the ED is unavailable for a period longer than 24 hours, the Chair of the JVC Northwest board of directors is to be contacted. The ED will become the lead investigator of the allegation of abuse. Any allegations of abuse involving the ED should be reported to the Board Chair. In this case the Board Chair will act as the lead investigator of the allegation of abuse.
- d. Within 24 hours of receiving a report of abuse, the lead investigator will be in contact with the following:
  - i. Accused
  - ii. Witnesses to the misconduct or abuse.
- e. A staff member of JVC Northwest who is the subject of an allegation of abuse will be asked to take an immediate leave of absence from work. Suspension does not imply guilt but protects the alleged abuser and alleged victim during the investigation.
- f. JVC Northwest will consult with legal counsel on a case by case basis during the investigation to determine actions to be taken.
- g. The lead investigator will maintain contact with local authorities as needed to cooperate with their investigation.
- h. The lead investigator will document all conversations and actions taken in the investigation of any allegation of abuse. All notes will be kept in a confidential file.

#### **7. Policy on Provision of Support to Victims**

- a. JVC Northwest upholds the rights of victims of abuse or misconduct:
  - i. Right to be heard;
  - ii. Right to be treated with respect and consideration;
  - iii. Right to report allegations to the appropriate governmental authorities;
  - iv. Right to seek and retain legal counsel;
  - v. Right to discretion in the conduct of the investigation;
  - vi. Right to input about what actions are taken, including whether or not an investigation is conducted;
  - vii. Right to reply to any response from the accused;
  - viii. Right to provide evidence in support of the allegations;
  - ix. Right to know the results of the investigation.
- b. JVC Northwest will reach out to victims as the victim(s) deem appropriate.

#### **8. Policy on Provision of Support to Anyone Accused of Abuse or Misconduct**

- a. An allegation of abuse is not a presumption of guilt. JVC Northwest staff and community will provide support to the accused.
- b. JVC Northwest upholds rights of the accused:
  - i. Right to know the nature of allegations;
  - ii. Right to defend against allegations;
  - iii. Right to counsel;
  - iv. Right to discretion in the conduct of the investigation and to have their good name protected;
  - v. Right to know the results of the investigation.

#### **9. General Provisions.**

- a. All JVs, JVEs and staff will read and agree to the terms of this JVC Northwest Code of Conduct before beginning their service or employment, and will sign the appropriate Acknowledgement form (attached hereto as Appendix A).
- b. JVs and JVEs shall abide by the policies and procedures and code of conduct at the placement sites where they serve.

- c. All JVs, JVEs and staff are responsible for being cognizant of appropriate behaviors in relationships and to maintain integrity in all actions.
- d. JVs, JVEs and staff are expected to educate themselves and follow the Mandatory Reporting laws and process for reporting abuse in the agency and the state where they serve. (See Appendix B)

**Appendix A – Acknowledgement Forms**

Staff, JVs and JVEs will review and execute the Acknowledgements attached hereto as follows:

Appendix A-1 – Staff Acknowledgement

Appendix A-2 – Jesuit Volunteer Acknowledgement

**Date adopted:** June 2011  
**Date approved:** May 14, 2016  
**Due review:** May 2018

### **Appendix A-1 – Staff Acknowledgement**

Jesuit Volunteer Corps (JVC) Northwest recognizes the inherent dignity of all individuals and promotes respect and reverential behavior toward those with whom the JVC Northwest Staff work and serve. JVC Staff must at all times be aware of the responsibilities that accompany their work and service, uphold the values of JVC Northwest, and promote dignity and respect in their daily interactions with others.

JVC Northwest is committed to providing a safe environment for those with whom we serve and work and has adopted the Jesuit Volunteer Corps Northwest Code of Conduct to address the issues of potential abuse and misconduct by our Jesuit Volunteers and Staff. Those who act on behalf of JVC Northwest may have special influence in the lives of the people they serve and an imbalance of power and hence vulnerability can be inherent in the relationship. It is the responsibility of all Jesuit Volunteers and Staff to maintain appropriate boundaries with those with whom they work and serve.

The appropriateness or inappropriateness of behavior is judged both by the intent of the Staff member and its impact upon the recipient. The behavior of all Staff members must comply with professional ethical standards. Not only must the actual behavior meet appropriate standards, but all Staff are expected to act in ways which do not give the appearance of impropriety. Additionally, the relationships between JVC Northwest Staff, JVs, and partner agencies must adhere to ethical professional standards.

As a Jesuit Volunteer and a representative of JVC Northwest, I promise to strictly follow the rules and guidelines in the JVC Northwest Code of Conduct, summarized in this document, as a condition of my affiliation with the organization and in agencies with whom JVC Northwest partners.

#### **As a representative of JVC Northwest, I will:**

- Treat everyone with respect, loyalty, patience, integrity, courtesy, dignity, and consideration.
- Avoid situations where I am alone with vulnerable people outside of the duties of my position as outlined in the position description. Throughout this document, the term “vulnerable people” includes the following:
  - Children and youth under the age of 18;
  - All persons who, because of physical, mental or emotional impairment, or the effects of recent life experiences, are currently unable to exercise an average adult’s physical or emotional independence, mental insight or judgment;
  - All clients to whom Jesuit Volunteers or their placement agencies provide services;
  - All persons over whom I, as a Jesuit Volunteer Northwest Staff Member, am in a position of power;
  - Jesuit Volunteers whom I supervise, advise, or over whom I may be in a position to exercise influence or power due to my position on the JVC Northwest Staff;
  - All other persons who a reasonable adult would consider vulnerable.
- Recognize I am in a position of power when working with vulnerable people and therefore have the responsibility of setting and communicating healthy boundaries in order to prevent scenarios that can be later misinterpreted as abuse.
- Use positive reinforcement rather than criticism, competition, or comparison when working with vulnerable people.
- Not accept expensive gifts from vulnerable people, their family or friends and anyone at partner agencies.
- Refrain from giving expensive gifts to vulnerable people, their family or friends and anyone at partner agencies.
- Cooperate fully in any investigation conducted by law enforcement or agency representatives or JVC Northwest representatives regarding abuse of vulnerable people.

Staff members shall report suspected abuse of vulnerable people by anyone to the JVC Northwest Executive Director, and the appropriate supervisor at the partner agency and/or local law enforcement or other appropriate agency. Depending on the applicable law in the state where the JV is serving and/or type of position the JV has in the Partner Agency, failure to report suspected abuse to civil authorities may result in criminal prosecution. See the Code of Conduct for a summary of the information that must be reported.

**As a representative of JVC Northwest serving vulnerable people, I will not:**

- Smoke or use tobacco products in the presence of vulnerable people, unless in the context of a cultural or spiritual ritual or ceremony.
- Use, possess, or be under the influence of alcohol or any other intoxicating or mind-altering drug at any time while serving with or in the presence of vulnerable people. An exception will be made for receiving sacramental wine as part of Mass or another religious ceremony.
- Pose any emotional or physical health risk to vulnerable people, including but not limited to:
  - Strike, spank, shake, slap or physically harm others, or touch them in a way that may reasonably be perceived as unnecessary, inappropriate or involving too much force.
  - Humiliate, ridicule, threaten, degrade or emotionally and mentally abuse others.
  - Touch a vulnerable person in a sexual or other inappropriate manner, or in a way that might be interpreted as sexual or otherwise inappropriate.
  - Engage in sexual abuse or harassment including, but not limited to, offering gifts, money or preferential treatment in exchange for sexual favors or using threatening behavior to obtain sexual favors.
  - Use any discipline that frightens or humiliates vulnerable people.
  - Use inappropriate profanity in the presence of vulnerable individuals.

Any JVC Northwest Staff member who is unsure whether a particular action or inaction may violate the Code of Conduct is required to consult an appropriate JVC Northwest person of authority for clarification.

I understand that through my affiliation with JVC Northwest, I am subject to a thorough background check including criminal history and I consent to such a background check being performed. I have read and agree to follow the Code of Conduct. I understand that any action inconsistent with or required by the Code of Conduct may result in disciplinary action, including my removal as a Jesuit Volunteer Corps Northwest Staff Member.

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JVC Northwest Staff Member - Printed Name

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JVC Northwest Staff Member's Signature

Date

**Please contact the Executive Director of JVC Northwest with any questions about this document or the Code of Conduct.**

**Date adopted:** June 2011  
**Date approved:** May 14, 2016  
**Due review:** May 2018

## **Appendix A-2 – Jesuit Volunteer Acknowledgement**

Jesuit Volunteer Corps (JVC) Northwest recognizes the inherent dignity of all individuals and promotes respect and reverential behavior toward those with whom the Jesuit Volunteers work and serve. Jesuit Volunteers must at all times be aware of the responsibilities that accompany their work and service, uphold the values of JVC Northwest, and promote dignity and respect in their daily interactions with others.

JVC Northwest is committed to providing a safe environment for those with whom we serve and work and has adopted the Jesuit Volunteer Corps Northwest Code of Conduct to address the issues of potential abuse and misconduct by our Jesuit Volunteers. Those who act on behalf of JVC Northwest may have special influence in the lives of the people they serve and an imbalance of power and hence vulnerability can be inherent in the relationship. It is the responsibility of all Jesuit Volunteers to maintain appropriate boundaries with those with whom they work and serve.

The appropriateness or inappropriateness of behavior is judged both by the intent of the Jesuit Volunteer and its impact upon the recipient. The behavior of all Jesuit Volunteers must comply with professional ethical standards. Not only must the actual behavior meet appropriate standards, but all Jesuit Volunteers are expected to act in ways which do not give the appearance of impropriety. Additionally, the relationships between JVC Northwest Staff, Jesuit Volunteers, and partner agencies must adhere to ethical professional standards.

As a Jesuit Volunteer and a representative of JVC Northwest, I promise to strictly follow the rules and guidelines in the JVC Northwest Code of Conduct, summarized in this document, as a condition of my affiliation with the organization and in agencies with whom JVC Northwest partners.

### **As a representative of JVC Northwest, I will:**

- Treat everyone with respect, loyalty, patience, integrity, courtesy, dignity, and consideration.
- Avoid situations where I am alone with vulnerable people outside of the duties of my position as outlined in the position description. Throughout this document, the term “vulnerable people” includes the following:
  - Children and youth under the age of 18;
  - All persons who, because of physical, mental or emotional impairment, or the effects of recent life experiences, are currently unable to exercise an average adult’s physical or emotional independence, mental insight or judgment;
  - All clients to whom Jesuit Volunteers or their partner agencies provide services;
  - All persons over whom I, as a Jesuit Volunteer, am in a position of power;
  - All other persons who a reasonable adult would consider vulnerable.
- Recognize I am in a position of power when working with vulnerable people and therefore have the responsibility of setting and communicating healthy boundaries in order to prevent scenarios that can be later misinterpreted as abuse.
- Use positive reinforcement rather than criticism, competition, or comparison when working with vulnerable people.
- Not accept expensive gifts from vulnerable people, their family or friends and anyone at partner agencies.
- Refrain from giving expensive gifts to vulnerable people, their family or friends and anyone at partner agencies.
- Cooperate fully in any investigation conducted by law enforcement or agency representatives or JVC Northwest representatives regarding abuse of vulnerable people.

Jesuit Volunteers shall report suspected abuse of vulnerable people by anyone to the JVC Northwest Executive Director, and the appropriate supervisor at the partner agency and/or local law enforcement or other appropriate agency.



Depending on the applicable law in the state where the JV is serving and/or type of position the JV has in the Partner Agency, failure to report suspected abuse to civil authorities may result in criminal prosecution. See the Code of Conduct for a summary of the information that must be reported.

**As a representative of JVC Northwest serving vulnerable people, I will not:**

- Smoke or use tobacco products in the presence of vulnerable people, unless in the context of a cultural or spiritual ritual or ceremony.
- Use, possess, or be under the influence of alcohol or any other intoxicating or mind-altering drug at any time while serving with or in the presence of vulnerable people. An exception will be made for receiving sacramental wine as part of Mass or another religious ceremony.
- Use, possess, or be under the influence of illegal drugs at any time. Despite liberalization of the law in some of the states served by JVC Northwest, the use or possession of marijuana is a criminal act under United States law. Therefore, for purposes of the Code of Conduct, marijuana is considered an “illegal” drug.
- Pose any emotional or physical health risk to vulnerable people, including but not limited to:
  - Strike, spank, shake, slap or physically harm others, or touch them in a way that may reasonably be perceived as unnecessary, inappropriate or involving too much force.
  - Humiliate, ridicule, threaten, degrade or emotionally and mentally abuse others.
  - Touch a vulnerable person in a sexual or other inappropriate manner, or in a way that might be interpreted as sexual or otherwise inappropriate.
  - Engage in sexual abuse or harassment including, but not limited to, offering gifts, money or preferential treatment in exchange for sexual favors or using threatening behavior to obtain sexual favors.
  - Use any discipline that frightens or humiliates vulnerable people.
  - Use inappropriate profanity in the presence of vulnerable individuals.

Any Jesuit Volunteer who is unsure whether a particular action or inaction may violate the Code of Conduct is required to consult an appropriate JVC Northwest person of authority for clarification.

I understand that through my affiliation with JVC Northwest, I am subject to a thorough background check including criminal history and I consent to such a background check being performed. I have read and agree to follow the Code of Conduct. I understand that any action inconsistent with or required by the Code of Conduct may result in disciplinary action, including my removal as a Jesuit Volunteer.

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Jesuit Volunteer’s Printed Name

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Jesuit Volunteer’s Signature

Date

**Please contact the Executive Director of JVC Northwest with any questions about this document or the Code of Conduct.**

## Appendix B State Reporting Resources

- Alaska:
  - Alaska Senior and Disability Services Adult Protective Services <http://www.hss.state.ak.us/dsds/aps.htm>
  - State of Alaska Health and Social Services Office of Children's Services  
<http://dhss.alaska.gov/ocs/Pages/publications/reportingchildabuse.aspx>
  
- Idaho:
  - Idaho Commission on Aging Adult Protection <http://www.aging.idaho.gov/protection/index.html>
  - Idaho Department of Health and Welfare  
<http://www.healthandwelfare.idaho.gov/Children/AbuseNeglect/tabid/74/ItemId/397/Default.aspx>
  
- Montana:
  - Montana Department of Health & Human Services Adult Protective Services
  - <http://dphhs.mt.gov/SLTC/APS.aspx>
  - Montana Department of Public Health & Human Services Child & Family Service Division  
<http://www.dphhs.mt.gov/cfsd/index.shtml>
  
- Oregon:
  - Oregon Department of Human Services <http://www.oregon.gov/dhs/abuse/Pages/index.aspx>
  
- Washington:
  - Washington State Department of Social and Health Services <http://www.dshs.wa.gov/endharm.shtml>

## WHISTLEBLOWER POLICY

**Policy:** Whistleblower Policy: Director, Employee and Jesuit Volunteer  
**Date approved:** December 3, 2011

**Purpose and Scope:** Jesuit Volunteer Corps (JVC) Northwest seeks to conduct all of its activities in an ethical, responsible and legal manner. Board members, staff and Jesuit Volunteers are expected to practice integrity and honesty in fulfilling their responsibilities and must comply with all applicable laws and regulations. The purpose of this policy is to support JVC Northwest's goal of legal compliance and provide protection to employees and volunteers by providing a mechanism to report unethical, irresponsible or illegal behavior.

**Policy:** It is the intent of JVC Northwest to adhere to all laws and regulations that apply to the organization. The board, staff and Jesuit Volunteer (JV) must comply with various laws and regulations.

JVC Northwest will not retaliate against a director, employee or Jesuit Volunteer who in good faith, has made a protest or raised a complaint against some practice of JVC Northwest or against another individual or entity with whom JVC Northwest has a business relationship.

**Procedure:**

If a director, employee or JV should discover information leading them to believe that a serious wrongdoing, illegality or unethical behavior has occurred in JVC Northwest, they shall report this information in writing to the Executive Director and the chair of the board.

The Executive Director shall conduct an investigation. If the Executive Director is implicated in the wrongdoing, the chair or other member of the board will be the point of contact and conduct an investigation. Reports of violations will be kept confidential, except in conjunction with the investigation of the complaint. The board can depart from this policy if it concludes the benefits of disclosure outweigh the benefits of confidentiality. Appropriate corrective action will be taken if warranted by the investigation.

At the Corporation for National and Community Service (CNCS), which oversees AmeriCorps, there is a Fraud Hotline to provide an opportunity for concerned citizens, program participants, employees of CNCS grant recipients, volunteers, and others to report instances of fraud, waste, abuse of authority, and mismanagement. **Fraud Hotline telephone number is 1-800-452-8210.** Reports may also be made via e-mail to [hotline@cncsig.gov](mailto:hotline@cncsig.gov).

My signature below indicates my receipt and understanding of this policy. I also verify that I have been provided with an opportunity to ask questions about the policy.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

## 2016-17 REPORTING CONTACT INFORMATION

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**Executive Director**

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**Board Chair**

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