

Charlotte for Ukraine Volunteer Handbook

Helping Ukrainian Refugees Find Hope in Charlotte

Welcome to Charlotte for Ukraine, a non-profit organization dedicated to providing support and assistance to Ukrainian refugees who have fled their homeland due to the war. We are grateful for your interest in volunteering with us and joining our mission to make a positive impact on the lives of these displaced individuals and families.

Non-Discriminatory and Non-Harassment Policy

Charlotte for Ukraine is committed to maintaining an inclusive and diverse environment for all volunteers, regardless of race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, or any other characteristic protected by law. We strictly prohibit any form of discrimination, harassment, or retaliation against volunteers, clients, or anyone associated with our organization. If you encounter any such behavior, please report it immediately to the Volunteer Coordinator or a member of the leadership team.

Charlotte for Ukraine is committed to providing an environment free of unlawful discrimination or harassment. Charlotte for Ukraine's policy prohibits sexual harassment and discrimination or harassment because of race, religion, gender, sexual orientation, national origin, ancestry, marital status, age, or any other basis protected by federal, state or local law. Charlotte for Ukraine's anti-discrimination and harassment policy applies to all persons involved in its operations and prohibits discrimination or harassment by any of its employees, volunteers and participants. Harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, national origin or age or any other protected class or that of their relatives, friends, or associates. Harassing conduct includes, but is not limited to epithets, slurs, negative stereotyping or threatening, intimidating or hostile acts; written or graphic material that denigrates or shows hostility or aversion toward an individual or group. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct that occurs because of an volunteer's sex or gender and has the purpose or effect of unreasonably interfering with an individual's work or creating an intimidating, hostile or offensive environment.

Complaint Procedure

If a volunteer believes they have been subjected to discrimination or harassment, they should immediately report the matter to the Board of Directors. The Board will investigate all complaints of discrimination or harassment. To aid in the investigation, volunteers are strongly encouraged to include in the complaint the details of the incident or incidents, the names of the individuals involved and the names of any witnesses.

Background Checks

For the safety and security of our clients, all volunteers may be required to undergo background checks as part of the volunteer onboarding process. Your cooperation in completing these checks is essential to ensuring the well-being of our clients and maintaining their trust.

Confidentiality Agreement

Charlotte for Ukraine recognizes the importance of safeguarding sensitive information related to our clients and organization. As a volunteer, you are expected to adhere to our strict confidentiality agreement. This means that you must not disclose or share any confidential information with unauthorized individuals. Violation of this agreement may result in disciplinary action, including termination.

Conflict of Interest

Volunteers must avoid situations that could create conflicts of interest between their personal interests and the best interests of Charlotte for Ukraine. If you have any potential conflicts of interest, please promptly disclose them to the Board of Directors.

Use of Volunteer Information

In certain circumstances, we may need to use your personal information for volunteer-related purposes. We will always seek your permission before doing so and ensure that your information is handled with the utmost care and in compliance with applicable privacy laws.

Policy on Working with Minors and Appropriate Relations

If your role involves interaction with minors, Charlotte for Ukraine has strict policies in place to ensure their safety. All volunteers must maintain appropriate boundaries and conduct themselves professionally at all times. Inappropriate relationships with clients, minors, or fellow volunteers and staff members will not be tolerated.

Cultural Sensitivity

At Charlotte for Ukraine, we place great emphasis on understanding and respecting the cultural nuances of Ukrainian refugees whom we serve. Recognizing the significance of Ukrainian culture is paramount in our efforts to provide effective support. Ukrainian culture is rich and diverse, with a deep-rooted history, traditions, and customs. Ukrainians often value close-knit communities and may have unique ways of expressing themselves.

It is crucial for our volunteers to be culturally sensitive, taking into account that personal space, communication styles, and interpersonal interactions may differ from what they are accustomed to. Ukrainians may exhibit warmth and hospitality while appreciating a certain level of personal space and privacy. We encourage all volunteers to approach interactions with cultural awareness and a genuine interest in learning and adapting to the cultural backgrounds of our Ukrainian clients. Respecting these cultural values and personal boundaries fosters a more meaningful connection and ensures that our assistance is both respectful and effective in helping Ukrainian refugees in our community.

An example of cultural sensitivity in the context of personal space and hugging is that in Ukrainian culture, personal space is often highly valued. While Ukrainians are known for their warmth and hospitality, they may not be as physically demonstrative in their greetings as some

other cultures. In many cases, hugging or kissing on the cheek when meeting someone for the first time may not be the norm.

When interacting with Ukrainian refugees, it's important to be mindful of their cultural preferences. Instead of initiating a hug, a friendly smile, a nod, or a handshake may be more appropriate as a greeting. As you build rapport and establish trust, individuals from Ukrainian backgrounds may become more comfortable with physical displays of affection, but it's essential to respect their boundaries and preferences.

Volunteer Statement of Confidentiality

As a volunteer of Charlotte for Ukraine, you may have access to confidential information. It is expected that you agree to treat all such information confidentially and to discuss such information only within the professional boundaries of your volunteer position for this organization. You must agree not to share any personal information with any outside organizations or individuals, *except when legally required or authorized.*

Volunteers are not permitted to take photos, video recording, or audio recording of any children or families we serve, without prior consent from the Board of Directors.

Volunteers are not permitted to collect, use, or disclose personal information regarding the children or families we serve. This includes, but is not limited to, names and addresses, social media usernames or profiles, phone numbers, or any other identifiable information.

Breach of this agreement shall constitute grounds for and may result in termination of your volunteer status, except where such disclosure is consistent with stated policy and relevant laws.

Disciplinary Procedures and Termination Policies

In the event of misconduct, policy violations, or other issues, Charlotte for Ukraine follows a disciplinary process that may include verbal warnings, written warnings, suspension, or termination, depending on the severity of the violation. We strive to be fair and equitable in our approach to disciplinary matters.

Emergency Procedures

Your safety, as well as the safety of our clients, is of utmost importance. In the event of an emergency or crisis situation, please call 911.

Valuing the Contributions of Volunteers

At Charlotte for Ukraine, we want to express our profound appreciation for the invaluable contributions made by our volunteers. Your dedication, time, and effort play a pivotal role in the success of our mission. We recognize that without your unwavering support, our organization would not be able to provide the essential assistance and hope to Ukrainian refugees in the Charlotte area.

Your commitment to making a positive impact in the lives of those who have experienced hardship and displacement is truly commendable. Whether you are helping with resettlement,

providing language assistance, or offering emotional support, your work is instrumental in helping individuals and families rebuild their lives and find a sense of belonging in our community.

We deeply value the diverse skills, perspectives, and compassion that each volunteer brings to our organization. Your willingness to dedicate your time and energy to our cause demonstrates your commitment to humanitarian values and making a difference in the world. Please know that your contributions do not go unnoticed, and we are grateful for your partnership in this journey of compassion and solidarity.

Thank you for being an integral part of Charlotte for Ukraine, and for helping us create a brighter future for Ukrainian refugees in the Charlotte area. Your dedication is truly invaluable, and we are profoundly grateful for your ongoing support.

We appreciate your dedication to our cause and your commitment to upholding the values and policies of Charlotte for Ukraine. By volunteering with us, you play a crucial role in helping Ukrainian refugees rebuild their lives in the Charlotte area.

If you have any questions or concerns regarding our policies or procedures, please do not hesitate to reach out to the Volunteer Coordinator or a member of the leadership team. Thank you for being part of our team and making a positive difference in the lives of those we serve.

Volunteer Handbook Acknowledgement

This is to acknowledge that I have received a copy of and have reviewed the Volunteer Handbook and understand that it sets forth the obligations of my volunteer service with Charlotte for Ukraine. I understand and agree that it is my responsibility to read and familiarize myself with the rules, policies and standards set forth in the Volunteer Handbook and I agree to comply with all policies and procedures.

Volunteer (signature) _____ Date _____

Volunteer (name printed) _____