



VOLUNTEER HANDBOOK

© The Still Place
136 Crossover Lane
Hayesville, NC 28904
Phone 828-209-8021

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PART ONE:

WELCOME TO THE STILL PLACE





Message from the founders

Welcome to The Still Place! We are so happy to have you join us in our mission of offering families affected by serious illness a moment of freedom and time away from the burdens they carry everyday. At The Still Place they can laugh, play, rest and make memories. By joining our volunteer team, we hope you will receive more inspiration and joy than you could ever imagine. You will become a part of exploring from a child's view, sitting with a parent by the campfire listening and reflecting on their journey or encouraging another to reach beyond their expectations through art, play, cooking or adventure. We like to think of what we do as the spiritual practice of hospitality. If we are truly present to our guests, we become a sanctuary for them, a still place away from the bustle for a moment to just be with one another. We take our values seriously and always want to be an organization of integrity building a community of respect and peace.

MISSION STATEMENT

To provide rest, renewal and re-creation to families with serious illness through nature, art, spirituality and appalachian culture and adventure to enhance resiliency, self-determination, empowerment and hope.

VISION STATEMENT

A world where all families affected by serious life-altering illnesses experience freedom from daily burdens and enjoy time together as a family.

CORE VALUES

Compassion

We exercise compassion through being a still presence, acknowledging the limits of our actions and words to address another's suffering, and realizing the limitlessness of our genuine love and concern.

Empowerment

We encourage empowerment through experiences that create victors despite serious life-altering illness.

Inner Peace

The Still Place creates an environment that nurtures inner peace and spiritual calm, despite the stresses of serious life-altering illness.

Positive Attitude

We bring positive attitudes and spirits to create room for resiliency, renewal, and joy.

Integrity

Integrity is embodied through honesty, reflection, and a humble spirit. We facilitate the integration of serious life-altering illnesses into the fabric of the lives of The Still Place community, including families, volunteer and paid staff, Board members, and donors.

PART TWO: WHO MAKES IT HAPPEN?



WHO MAKES IT HAPPEN?

STAFF CONTACT INFORMATION

Kelli Kirk, Director of Operations: kelli@thestillplace.org

Kayla Tucker, Program Director: kayla@thestillplace.org

Office phone: 828-209-8021

VOLUNTEER CONTACT INFORMATION

As this is constantly changing you will receive an updated list occassionally. That is why it is not inserted here. If you don't have a contact list please talk to the Program Director or the Director of Operations and they will get you the most recent copy.

PART THREE:

WHAT WE DO
WHY WE DO IT
HOW WE DO IT



WHAT DO WE DO

FREEDOM FROM BURDENS

At The Still Place our mission is to offer families affected by serious illness a moment of freedom and time away from the burdens they carry everyday. With us they can laugh, play, rest and make memories. Note: Their child is never considered a burden.

COMPANIONSHIP AND SUPPORT

We explore from a child's view, sit with a parent by the campfire and listen as they reflect on their journey through illness. We spend time together and build relationships through exploration and play. As we get to know each other, we can encourage them to reach beyond their expectations. On a retreat week families experience companionship and support through art, nature, play, exploration, cooking and adventure.

HOSPITALITY

We like to think of what we do as the spiritual practice of hospitality. If we are truly present to our guests, we become a sanctuary for them and for one another, a still place away from the bustle for a moment to just be with one another.

WHY WE DO IT

ILLNESS HAS AN IMPACT ON THE WHOLE FAMILY

Taking care of a seriously ill child is one of the most draining and difficult tasks a parent can face. Beyond handling physical challenges and medical needs, there is also dealing with the insurance companies and the debt that illness can bring. This isn't something that goes away, families have to deal with the impact that a prolonged illness can have on the entire family, and sometimes they have to deal with it for many years. Family dynamics can be severely tested when a child is sick. Clinic visits, surgical procedures, and frequent checkups can throw big kinks into everyone's schedules and take an emotional toll on the entire family. It's common for siblings of a seriously ill child to become angry, sullen, resentful, fearful, or withdrawn. It is also common for marriages to be strained or even to end.

EXHAUSTION

When you're the parent of a child who is seriously ill, it can feel as if the whole world is on your shoulders. Your sick child needs you. You may have other children who need you. Your spouse needs you. Your job — however pointless work might seem right now — needs you. This constant pressure causes parents to feel mentally, emotionally, and physically drained. That's why it's a necessity — not a luxury — to spend some time away, focusing just on your family and not on the pressure you've been under. Getting away to The Still Place helps parents and children to recharge and feel empowered to continue.

HOW WE DO IT

FINDING FAMILIES TO SERVE

Most families we serve are referred to The Still Place by other families who have experienced The Still Place. Our hope is to serve families in the Hayesville area as well. Do you know a family we could serve? Let them know about us, if they are interested either send them to our website to fill out an application or give us their contact information.

RECRUITING AND TRAINING VOLUNTEERS

There are many areas to serve and we try very hard to fit the volunteer to the perfect service opportunity. Initial training is offered and hands on training is continual. We can also learn much from our volunteers and they have helped us to develop the program. We love your referrals.

FAMILY RETREAT TIMELINE

How does it work?

- The family fills out an initial application on the website, the Director of Operations (DO) receives the application via email. The DO adds the information to the database and completes paperwork, she then forwards the application to the Program Director (PD) and Executive Director (with a medical background) (ED).
- The PD contacts the family by email within 72 hours introducing herself and the ED and inviting them to schedule a medical interview with the MD via a link in the email.
- The ED interviews the family at the scheduled time to discern if it is safe for the child to come to The Still Place and to see if any safety measures need to be in place to keep the child in the best health possible while the family is with us. The MD also blocks the retreat dates the family requests on VRBO. Following the interview the MD tells the family that the PD will be in touch within one week to complete the retreat interview.
- The PD talks to the family about what they'd like to do while they are with us, things they enjoy, foods they like or don't like, allergies and special needs. The PD confirms the dates and collects the waiver, etc. staying in contact with the family.
- The PD then puts together the retreat week based on the interview. Depending on the needs of the family the PD suggests how many volunteers are needed to make the retreat be the best it can be, be safe and not overwhelm any of the retreat team.
- Once the retreat is set the Director of Operations begins to gather volunteers for the retreat. It is always the hope to ask volunteers at least 3 weeks in advance but it sometimes takes a while to get in contact with the family for the interview.
- The week before the retreat the PD emails the scheduled volunteers with details and any changes that may have occurred between volunteers being gathered and the family arriving. Be aware, changes will continue to occur even after the family arrives. We appreciate your being flexible.
- Honor the privacy of the family by NEVER entering the house before the Program Director, Executive Director or Director of Operations arrives or they have put you in charge.

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SAMPLE RETREAT SCHEDULE

DAY OF WEEK	SUGGESTED SCHEDULE OF EVENTS	STAFF NEEDED
SUNDAY After 11 Time varies	CLEAN AND PREPARE Travel Support / Goodies/ Food Welcome family	Staff rotates with hospitality volunteers Staff/Founders
MONDAY 11ish-2 2-3	<u>TSP DAY</u> HIKE, EXPLORING TSP PROPERTY/ Lunch <u>AFTERNOON CRAFTS</u>	Program Director Kitchen Help (lunch) Hands on Volunteers (1 person per child under 12) Program Director
TUESDAY 11-2	<u>EXCURSION</u> PICNIC LUNCH	Program Director Picnic Support (1 person) Excursion support (1 person per child under 12)
WEDNESDAY 4	ADVENTURE DAY Give back opportunity	Program director
THURSDAY 2-4 4-7	<u>Mini-excursion or Give back opportunity</u> <u>ART option</u> <u>IRON CHEF</u>	Program Director 1 person Dinner prep and organize (1 person) Hands on Volunteers (1 person per child under 12)
FRIDAY 10-3 4-9	Optional Adventure/Sight seeing PARENT'S NIGHT OUT (No Parent Party)	Program Director Dinner prep volunteer (1 person) Hands on Volunteers (1 person per child under 12)
SATURDAY 4-9:30	FAMILY DAY	NONE Program director prepares options for the family to choose from.
SUNDAY	STILL PLACE SEND-OFF DEPART	Staff/Founders

RETREAT SCHEDULE EVENT DETAILS

*(Note: Ending times are approximate and are given so you can plan your day. Very rarely will it last longer but often you will finish sooner.)

TSP (The Still Place) DAY

WHEN: Monday (or on the first day of the retreat week) from 11am to *2pm.

WHERE: On The Still Place property.

WHAT: Hike to a waterfall, do some creek dipping, butterfly whispering or hunt for fairies! Hikes are designed based on the abilities of the ill child and his/her family. Help the children with a scavenger hunt through the woods or collect rocks. Following your explorations you can enjoy a delicious lunch (prepared by a volunteer team member) with the family at the house.

WHY: This day is designed to help families become comfortable with their surroundings. Many families that join us aren't used to the mountains, trees, bugs, bears, and everything else that comes with a retreat in the woods. Exploring the property helps to take the mystery out of the mountains. In addition, the family can meet the program director and a few of the volunteers.

HOW: As a member of our volunteer staff your task is to help keep everyone safe, encourage insect repellent and sunscreen. Make sure the hikers drink plenty of water. Watch the children, one-on-one near the water and on the trail. Listen, smile, don't judge and be a friend.

EXCURSION DAYS

WHEN: Tuesday (or the second day of the retreat week) from 11am to *2pm.

WHERE: Excursion sites vary. See a list of sites following this page. New excursions are added regularly. Let us know if you have an idea for a fun excursion for our families.

WHAT: Tube, raft, swim, fish, hike, visit a farm and more.

WHY: Excursion day is an opportunity for the family to experience Appalachia and also to "get away from it all" by exploring the beautiful Smoky Mountains. It is also a great time for our friends who are ill to "just be a kid" and, for a couple of hours, not to think about all that their illness brings.

HOW: If you help us with excursions your job is to come prepared, wear water clothes and shoes and bring a change of clothes and a towel. Wear things you can get dirty. Number one priority is safety and number two is to play with the children and have fun. **Reminder:** It is human nature for adults to gravitate toward each other and socialize. When this happens on an excursion or by the water it is dangerous. Volunteers are distracted by each other and aren't paying attention to safety or interacting with the family.

IRON CHEF

WHEN: Thursdays (or the 4th day of the retreat) from 4 pm to 7pm

WHERE: The Still Place kitchen

WHAT: Using fresh vegetables and meat provided by local farmers and ranchers, the children (with the help of our volunteers) create a meal for the family while parents relax.

WHY: Iron Chef gives children the opportunity to create! With chemo children often lose their ability to taste and enjoy food. By letting them make a meal for the family they are not only serving each other, they are learning about good, whole foods.

HOW: If you help with Iron Chef, your job is to support the children in their task, not do it for them. Do they want to cook zucchini with peanut butter and onions? Great! Let them be creative and follow their lead. Don't take over! You are there to keep them safe around knives and the stove but not to take over and make the meal yourself.

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CAMPFIRE AND GAMES/PARENTS NIGHT OUT

WHEN: Friday night from 4pm to 9:30pm

WHERE: The Still Place

WHAT: While the parents enjoy some alone time (usually at The Copper Door) volunteers work with the Program Director to entertain the children. This has become the infamous “No Parent Party” that the children LOVE.

WHY: For parents with a seriously ill child, it may have been months since they had some time alone to reconnect and talk about something other than illness, debt and stress. Parents night out gives them an opportunity to get away and enjoy each other. For the children, it is time to reconnect siblings with one another. For the siblings of a seriously ill child, we can show them that it isn't always just about their ill brother or sister. We can show them that they, too, are important, special and loved. At the same time, it is a chance to let the child who is seriously ill just be one of the kids.

HOW: Come ready to have fun! If you have a game idea talk to the Program Director, we are always looking for fun new experiences. Enjoy a campfire and maybe some S'mores while playing with the children and keeping them safe.

PICNIC SUPPORT

WHEN: Tuesday but may be offered on other days/times.

WHERE: Excursion sites (watch for an email from the program director for details about time, place, foods, etc.)

WHAT: Set up the picnic for the family, and volunteers, eat with them and serve them. Add something special like deviled eggs or a green salad. (The program director will let you know about allergies, likes and dislikes.)

WHY: Hospitality is a lost art. Good food and good company served with love and a smile can heal many wounds. That is the goal of the picnic.

HOW: Pick up the picnic basket and cooler from the TSP office at least 30 minutes before the excursion begins. Everything will be packed and ready for you. Following the picnic, bring the items back to the office (or send them with the excursion leader if you don't have an office key.)

ART

WHEN: Thursday afternoon from 2 to 4 pm.

WHERE: The Still Place

WHAT: Lead the children and parents (if they are interested) in an art project.

WHY: Exploring life, pain, illness, support and love creatively through art is very healing. Art offers an emotional release and a physical tactile healing.

HOW: Arrive early to set up for the art project. Some families have specific requests of things they'd like to do. If not, The Still Place has several options available to you. If you'd like to try something that we don't already have to offer just let us know! Projects vary from very simple arts and crafts to more complicated options. Pinterest is a great resource!

ADVENTURE DAY

WHEN: Adventure day is normally on Friday

WHERE: This varies. Maybe ziplining, horseback riding, rafting, hiking, gem mining or really almost anything the family would like to do.

WHAT: An opportunity for the family to connect through nature and experience.

WHY: Adventure day helps families explore Appalachia on their own and create memories that don't include trips to the doctor, hospital stays or illness.

HOW: Volunteers aren't needed for Adventure day (unless they request a picnic). The Program Director may accompany them.

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EXCURSION SITES

These are just a few of the places we visit. The list is constantly changing. Do you have an idea for an excursion? Let us know.

Organization	
Bell Mountain (Scenic View)	220 Shake Rag Rd, Hiawassee, Georgia
Clay County Jail	21 Davis Loop, Hayesville, NC
Clay County Recreation Park	Off Hwy 64, take Myers Chapel Road, then take right fork
Copper Door	2 Sullivan St, Hayesville, NC
Cowee Gift Shop and Mason Mountain Gem Mine	5315 Bryson City Rd, Franklin, NC
Fires Creek Picnic Area	From Hayesville, go 5 miles on US 64W. Turn right on NC 175 for 2.5 miles, left on SR 1344 for two miles.
High Mountain Meadows Goat Farm and Creamery	486 Double Knob Drive, Hayesville, NC
Jack Rabbit Mountain Recreation Area	Off Highway 175 in the Tusquitee Ranger District of the Nantahala National Forest.
Lake Chatuge Dam	1407 Chatuge Dam Rd, Hayesville, NC
NANTAHALA RAFTING Adventurous Fast Rivers	1965 US highway 19, Tipton, NC
Nocturnal Brewing	893 Hwy 64 Business, Hayesville, NC
RidgeRunners Ziplines	750 Wakefield Rd, Andrews, NC
Silver Spurs Stables	7237 Silver Spurs Stables, Hayesville, NC
Still Waters Landing Pig Farm	2267 Fires Creek Road, Hayesville, NC
Stoney Hollow Farm	944 Ollies Creek Rd., Robinsville, NC
The Quanassee Path through Hayesville	
Trackrock Stables	141 Trackrock Camp Rd, Blairsville, Georgia

VOLUNTEER JOB DESCRIPTIONS

HANDS ON VOLUNTEERS

*see page 11, retreat schedule event details for Hands on Volunteer Job Descriptions.

BEHIND THE SCENES VOLUNTEERS

“CHOP THIS” volunteers help prepare freezer meals for our families (donations of recipe ingredients are so appreciated.)

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We gather socially and prepare meals about 3 times each year. Watch for an invitation from the Director of Operations and plan to attend.

ADMINISTRATIVE volunteers help our small staff keep up

- Database entry
- Fundraising (do you have a fundraising idea?)
- Misc. support (prepare picnic products, restock picnic basket, clean picnic cooler, wash lake towels and clean life jackets, maintain fishing equipment, clean kayaks etc.)
- Hospitality Team (clean the TSP house, prepare welcome baskets/goodies, help with decorating for holidays and special occasions, etc.)
- Staff a booth at Steins and Wine on the Square (October) and Punkin Chunkin (October) or other events
- Contribute craft items for craft fair fundraisers
- Help make a parade float for the Christmas Parade? Have a truck or trailer?
- There are many other opportunities to help the TSP staff and we LOVE to hear your ideas and special talents!

PART FOUR:

POLICIES PROCEDURES EXPECTATIONS

THE ENVIRONMENT

TERRAIN:

The Still Place is situated in one of the most beautiful forests in the region. The provision of an attractive and healthy natural environment shall be the concern and responsibility of everyone. Please use care, common sense and your best judgement when encountering natural items on TSP property.

WILDLIFE:

Wildlife is abundant and care must be taken to preserve it, while ensuring a safe experience for families, guests, volunteers and others. Please follow these guidelines, using care, common sense and your best judgement when interacting with wildlife.

LISTENING

There are five key techniques you can use to develop your active listening skills:

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1. Pay attention.
2. Show that you're listening.
3. Provide feedback.
4. Defer judgment.
5. Respond appropriately.

Start using active listening techniques today to become a better communicator, improve your workplace productivity, and develop better relationships.

PLAY

Children need to play. It's their work. All mammals play; it's their way of learning skills they'll need when they're full-grown, from finding food to getting along with others. It's also the way small humans process their emotions.

For many adults, we have forgotten how to play. Play is HUGE at The Still Place! It draws out a shy child, helps a child who is angry share their emotions in a constructive way, builds relationships and eases boredom too!

Here are some ways to make play with children.

1. Follow the child's lead but make sure the game is safe, don't allow it to get out of control.
2. Play with the child but don't take over, let the child change the game.
3. Listen but don't tell what to do.
4. Talk about what the child is doing and encourage them.
5. Pretend and play make believe! You can do it!

WE SERVE THE WHOLE FAMILY, NOT JUST THE SICK CHILD

PLEASE, PLEASE REMEMBER...

We want to make this experience amazing for the entire family. We do not single out the child who is sick, we don't focus on the child who is sick, we focus on everyone. No special gifts or special attention only to the child with the illness. Part of our goal during a family retreat is to bless the parents and siblings who have many times been "left behind" during the illness. In addition, we want to help the sick child be "just one of the kids" and not "the illness."

PLEASE, NO INDIVIDUAL GIFTS. IF YOU'D LIKE TO HELP MAKE A DIFFERENCE IN A MATERIAL OR FINANCIAL WAY, DONATE TO THE STILL PLACE TO HELP US HELP FAMILIES.

POLICIES

ANTI-DISCRIMINATION AND HARASSMENT

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The Still Place provides equal opportunity in all practices for employees and volunteers without regard to race, color, religion, gender, national origin, age, disability, marital status, military status, genetic information or any other category protected by federal, state and local laws. This policy applies to all aspects of The Still Place.

Every volunteer and employee is expected to treat others with respect in all aspects of their relationships. All staff and volunteers are prohibited from making offensive remarks or gestures toward fellow staff or guests.

RELIGION (includes getting on your “soapbox” about anything; nutrition, politics, parenting, etc.)

The Still Place supports each family’s beliefs. Non-denominational blessings of meals and listening to a family’s spiritual experiences are encouraged but we ask that you follow the families lead.

Proselytizing or promoting any belief is strictly prohibited. It is our responsibility, collectively, to respect each other’s and our guests beliefs and practices.

DIVERSITY

Understanding social and cultural differences as well as differing abilities among our guests. When you hear the word “diversity” you probably think of ethnic or racial differences but diversity has many other forms. We are diverse in our age, gender, income level, occupation, education, physical and mental limitations, sexual preference, geography or region, religion and even our family structure. Even our learning styles are diverse. As a volunteer team we want to be aware of diversity and embrace it rather than be fearful or judgemental about our differences. As a team we have the privilege to work with a diverse group of families and we must continue to learn about ways to communicate and embrace others who are different than we are. We should be proactive instead of reactive by learning as much as we can about what makes us different and trying to understand from another point of view. Be collaborative, reflective, flexible and respectful whenever you encounter someone who is different than you. Ask the program director for help if needed.

SOCIAL MEDIA

When representing the Still Place DO NOT post pictures of families on your social media platforms. Do not tag anyone in pictures posted on The Still Place Facebook or Instagram pages without their permission. Do not contact children under the age of 18 on social media without written permission from their parents.

PHOTOGRAPHY

You are welcome to take modest and respectful pictures of volunteers and family members during your volunteer shifts if it is okay with the family. Photos taken must be sent to the Director of Operations to be posted on The Still Place social media pages. (Again, do not post pictures on our personal pages.)

BEHAVIOR MODIFICATION POLICY

UNDERSTANDING BEHAVIOR

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When dealing with children who are seriously ill, adults often find themselves in a bind. On one hand they want to treat the child with an illness like any other child. On the other hand, they want the child's life to be as pleasant and enjoyable as possible. What is usually best for these children is a middle ground stance.

MAKING A DECISION ABOUT BEHAVIOR MODIFICATION:

- Kids who are sick and their siblings are faced with many activities and situations over which they have no control or choice. When given the opportunity to choose, they will often do so quite clearly.
- Give them choices over things they can control, as long as the choices do not present a danger to self and others.
- Some children respond to their life situation by becoming highly stubborn, oppositional and controlling. Others respond by being highly complacent and agreeable.
- Sometimes there are additional concerns that go along, in part with their illness; anxiety, depression, behavior disorders, etc. These children require special care at times. It is important to consult with the parents about such children.
- OUR END GOAL is that The Still Place is a place where children will experience positive self-worth and "normal" childhood activities for the first time in a long time.

WHEN FACED WITH AN ANGRY CHILD give them some space, back away and allow them to get themselves under control if possible. Wait it out. Let it be on their time table, not ours. If you feel a child is so angry they may hurt themselves or another, talk to the parent (if they are present) or the Program Director and in a respectful way, ask them to handle the situation.

TOP TEN TIPS FOR EFFECTIVE DISCIPLINE (if the parents are present they are responsible for disciplining their child, even if you don't agree with the way they are doing it. Always report suspected abuse to the program director)

1. Give appropriate, logical consequences for disruptive behavior.
2. Help children understand why behavior is not acceptable.
3. Practice consistency in behavior expectations.
4. Use age/ability appropriate expectations.
5. Include the same expectations for all children in the family.
6. Affirm positive behavior.
7. Respect and accept each child.
8. Build relationships.
9. Plan and prepare (if applicable.)
10. Be aware of special needs, partner with parents.

SUPERVISION OF CHILDREN POLICY

The Still Place staff and volunteers are responsible for helping parents and other staff with the supervision of children during TSP activities, including observing the environment and equipment for unsafe situations, removing children from potentially dangerous conditions, and reporting problems immediately. Staff should make sure that anyone who has not been successfully screened does not have unsupervised access to children.

Parents are responsible for their children. Leaders are responsible for informing parents of safety concerns or to ask if they need help with the child.

The most important thing to remember is that each child should be treated with respect, love and support always.

PHYSICAL CONTACT POLICY

Respect, safety, and appropriate boundaries are the guiding principles for physical contact between ministry leaders and children. The guidelines below are intended to avoid contact that is or may appear threatening or inappropriate.

Love and affection are part of TSP. There are many ways to demonstrate affection while maintaining positive and safe boundaries with children and youth.

Examples of positive and appropriate forms of affection:

• Brief hugs or side hugs • Pats on the shoulder or back • Handshakes • High-fives, hand slapping and fist taps • Verbal praise • Touching hands, faces, shoulders and arms of children or youth • Arm around shoulders • Holding hands while walking with small children • Sitting beside small children • Kneeling or bending down for hugs with small children

The following forms of affection are considered inappropriate with children and youth and will not be tolerated by anyone at The Still Place.

• Inappropriate or lengthy embraces • Kisses • Holding children over three years old on the lap • Touching bottoms, chests or genital areas other than for appropriate diapering or toileting of infants and toddlers • Showing affection in isolated areas such as bedrooms, closets, staff only areas or other private rooms • Occupying a bed with a child or youth • Touching knees or legs of children or youth • Wrestling with children or youth • Tickling children or youth • Piggyback rides • Any type of massage given by a child or youth to an adult • Any type of massage given by an adult to a child or youth • Any form of unwanted affection • Comments or compliments (spoken, written, or electronic) that relate to physique or body development • Snapping bras or giving wedgies or similar touch of underwear whether or not it is covered by other clothing • Giving gifts or money to individual children or youth • Private meals with individual children or youth.

EMERGENCIES AND INJURIES POLICY

MEDICAL SUPPLIES

AT THE STILL PLACE: A bright red first aid kit is located on the hutch in the Mudroom at TSP. There is a small First Aid Kit in the kitchen drawer (labeled). Additional supplies can be found in the Owner's Closet at TSP. The key to the owners closet is in the top drawer of the desk in the mudroom.

ON EXCURSIONS: A backpack containing an additional first aid kit should be nearby at all times on all excursions. The backpack includes a first aid kit, sunscreen, insect repellent, etc.

Medical Emergencies Dial 911

If you are at TSP, USE the Land-Line (828-389-0175) so EMS knows your physical location automatically.

Emergency Room Services – 20 minutes away from TSP

Chatuge Regional Hospital

110 South Main Street

Hiawassee, GA 30546

706-896-2222

Fire Emergency, DIAL 911

USE the Land Line so the Fire Department knows your physical location automatically.

A fire extinguisher is mounted on the Kitchen wall, below the deck near the fire pit and on the side porch next to the gas grill.

SAFETY AND FIRST AID

General Guidance

Learn CPR- if you are interested in learning CPR talk to the Program Director.

Study “Basic First Aid for Medical Emergencies” in the “Forms” section of this handbook.

Spinal/Neck Injuries

If you suspect spinal or neck injuries do NOT move the person. Moving the person can result in permanent injuries. The only time you should move the person is if they are exposed to an immediate imminent danger.

Trust Your Instincts

When you are assessing the situation, always trust our own initiative, good judgement, and common sense. 99% of the time your initial instincts are usually correct.

Bleeding

Direct Pressure: If you or someone in your care is cut and bleeding, apply steady firm direct pressure to the wound using a clean cloth or bandage. Avoid direct contact with the wound.

Maintain Pressure: Maintain direct pressure on the wound for 15 minutes. If needed, add more layers of clean cloth or bandages.

Elevate Extremities: If it is a bleeding extremity and there are no fractures, lie the person down and raise the extremity.

Burns

First Degree Burns: A first degree burn results in minor redness of the skin. Treatment for a first degree burn is to run cold water over the burn for at least 5 minutes. Never put ice on the burn. This can result in frostbite and which can further damage the skin. Do not apply butter or ointments to the burn. This could prevent proper healing. Place a sterile gauze bandage over the burn and allow it to heal.

Second Degree Burns: A second degree burn is a burn into the second layer of the skin and will eventually blister. Do not break the blisters! Broken blisters are vulnerable to infection. If the blister should break, clean the burn and apply an antibiotic ointment. Cover the burn with a sterile gauze bandage. Do not use fluffy cotton, which may irritate the skin. Wrap the gauze loosely to avoid putting pressure on the burned skin. Bandaging keeps air off the burned skin, reduces pain and protects the blistered skin.

Third Degree Burns: a third degree burn is the most serious type of burn which results in charred skin. Immediately call 911 if a person has a third degree burn.

Poisoning

Identify the Substance: For poisonings, you should try to identify the substance which was ingested. Identification can be done by looking for the container or other clues such as stains, odors, or residues.

Contact Poison Control: Immediately contact the poison control center for advice or call 911.

Induce Vomiting: If directed by the poison control center, induce vomiting. You should NEVER induce vomiting if the victim is unconscious or if the victim has ingested corrosives or caustics.

If Vomiting- roll to side: If the victim is vomiting, they should be rolled onto their side to allow for drainage and prevent choking.

RESPONDING AND REPORTING POLICY

All volunteers are expected to report any suspicious, careless, or problematic behavior to the Program Director. Volunteer staff should trust their instincts if something doesn't look quite right. Please complete an Incident or Accident Report (under Forms section of handbook).

Concerns about suspected or actual child abuse or the behaviors of volunteers should be shared only with the Program Director, the Director of Operations and/or the Founders and those directly involved in the reporting process and not with anyone else.

RESIGNATION POLICY

We realize that not all volunteer positions are a perfect fit or that other life situations come up that cause you to change your commitment to The Still Place for a season. Volunteers who desire to leave their position should give a two-week notice of their intent to resign. This allows for time to recruit new volunteers to fill vacant positions.

If you are experiencing some dissatisfaction or discontentment in your position that is leading you to resign, be sure to discuss your concerns with the Director of Operations. Ideally, talk with her before circumstances reach the point that you feel that resigning is your only option. Perhaps an entirely different position would be better suited to your gifts, passions, and skills. Before you give up on volunteering with TSP, be sure to give it another chance. Finding the right fit in volunteering can bring you a great sense of personal satisfaction and it can be very rewarding.

Remember, volunteering with The Still Place is on a yearly basis. You are committed for one season at TSP and each fall you can recommit to another year. You aren't "serving for life" unless you choose to do so.

TERMINATION/DISMISSAL POLICY

Dismissal from volunteer positions at The Still Place is a rare occurrence. However, it may occur if a volunteer commits a serious offense.

Some offenses may warrant dismissal, particularly if the volunteer doesn't express remorse or a willingness to change. These include but are not limited to: Theft, including the removal of TSP property or the property of another individual from TSP facilities without prior authorization. Drugs/Alcohol: Possession, use, sale, purchase, or distribution on TSP property of alcohol or any illegal drugs or illegally possessed drugs. Also, reporting to serve in a program after having ingested alcohol or illegal drugs or illegally possessed drugs, in a condition that adversely affects the volunteer's ability to safely and effectively perform his or her job functions, or in a condition that would imperil the safety of others. Falsifying or altering records. Sabotaging or willfully damaging TSP equipment or the property of others. Insubordination involving defaming, assaulting, or threatening to assault a guest or staff member. Fighting or provoking a fight on tsp premises. Carrying concealed weapons on TSP property.

DRESS CODE POLICY

The Still Place is located in the beautiful Appalachian Mountains. Much of the work is conducted outdoors. Additionally, you will be working with families from all backgrounds and experiences. Therefore, "appropriate attire" must consider these factors. Safety and comfort are important, while being considerate of the families that spend time with us. Volunteers are encouraged to use their best judgment about their dress. If you are not sure, ask the program director for assistance.

ATTENDANCE POLICY

Your attendance is a gift to the families we are serving. Your service is VALUABLE. Your absence not only disrupts the schedule, it affects the experience we are trying to create for the family.

- Be on time
- When you commit to serve with a family make it a priority
- If you absolutely cannot honor your commitment because of an emergency, illness, etc. please:
 - Let the program director know as soon as possible
 - Find a qualified and screened replacement if possible
 - Tell the program director who your replacement is

BACKGROUND CHECKS

For the safety of everyone involved in The Still Place, all volunteer staff and paid staff must submit to various screening procedures. The primary type of background check includes a U.S. Criminal Record Indicator database search and a Social Security number search. The Director of Operations at The Still Place will email you an invitation to access the online screening process.

The email you receive will come from “Sterling Volunteers”. Just follow the link to complete the information needed for your check. The cost is \$19 and you can pay some or all of the cost. Don't let an inability to pay keep you from completing the form. **Background checks are repeated every two years while you serve with The Still Place.** Note: We take the security of your personal information very seriously. We are careful to destroy sensitive documents as soon as we no longer need them. Classified information is under lock and key.

SERVICE AGREEMENT AND WAIVERS

A copy of each document is included at the back of this handbook. Be aware, you will need to sign a new Service Agreement, and a new Waiver each year you are on The Still Place volunteer team.

FLU SHOTS and OTHER IMMUNIZATIONS POLICY

In order to protect the health of our guest families, especially the seriously ill children we serve whose immune systems are severely compromised, we are asking you to make sure you are up to date on **all required immunizations, including a seasonal flu vaccine.** Team members who have not received an annual flu vaccine will not be able to serve immunosuppressed individuals during flu season.

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Any time of year, if you feel ill, have a fever, or other medical concern that could be contagious please let the program director know ASAP so a replacement can be found.

SMOKING POLICY

Smoking, including the use of electronic cigarettes is prohibited inside The Still Place facilities or anywhere close to our guests.

CELL PHONE USE

Please use your time with our guests to focus on our guests. Of course, emergency calls and texts may happen and we understand if you need to step away. If this is the case please let the Program Director know.

CONTINUED CONTACT WITH THE FAMILY

If you feel a strong connection with a family and would like to stay in contact on social media please speak with family. If you feel connected to a child, you must talk to the parent or guardian in the family and ask their permission, regardless of the child's age. No exceptions. NEVER post pictures of guest family members on your social media pages. Feel free to send pictures to the director of operation to determine if they can be posted.

If you would like to send a card or share pictures with a family, just drop them off at The Still Place and let the program director or director of operations know and we will mail them to the family for you.

**PART FIVE:
FORMS
INFORMATION
HANDOUTS
NOTES**

VOLUNTEER SERVICES AGREEMENT

This Volunteer Services Agreement (hereinafter, "Agreement") made on _____ [Date] by and between THE STILL PLACE, Inc (hereinafter, "TSP") and _____ [Volunteer Name] (hereinafter, "Volunteer").

WITNESSETH: Whereas, volunteer intends to donate services to TSP , and TSP intends to accept the donation of volunteer services.

Position of Responsibility: The Still Place accepts the above named volunteer for the position of : _____.

Dates of Service: This Agreement is for the calendar year indicated below in the applicant signature block.

The volunteer position offered by TSP is contingent upon acceptable verification of all information supplied by the applicant including criminal background/reference checks and completion of a comprehensive medical history/physical form.

The Agreement between the Volunteer and TSP are as follows:

Policies and Procedures. As a Volunteer, I agree to comply with all the items contained in the job description provided by TSP, to fulfill any additional responsibilities required by TSP, and abide by all its rules, regulations, policies, and procedures.

Agreement Termination. In addition to grounds for termination stated in other provisions of this Agreement or any other governing or instructional document provided to Volunteer by TSP, the following shall also be grounds for dismissal:

- a. If a Volunteer is absent from TSP without notifying the designated TSP representative
- b. If Volunteer’s services, conduct, or influence is/are deemed to be unsatisfactory or detrimental to the best interests of TSP and its guests, employees, volunteers or other persons affiliated with TSP
- c. If Volunteer fails to comply with any terms of this Agreement or other governing or instructional documents provided by TSP.
- d. If TSP determines Volunteer suffers from any medical condition or physical, mental, or emotional impairment that would prevent Volunteer from fulfilling her/his obligations; or would

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pose a risk to the safety or health of other guests, employees, volunteers or other persons affiliated with TSP.

Photo Release. Volunteer hereby agrees that TSP, including any of its representatives, agents, or authorized media personnel may, at any time using electronic, digital, and/or hard copy images, audio and/or video recordings, or other reproductions of Volunteer, either alone or in groups, for publicity, educational, fundraising, and other purposes that advance the mission of TSP.

Injury. TSP shall not be responsible for any injury suffered by Volunteer while engaging in, supervising, observing, traveling to or from TSP activities. If TSP deems it is in the best interest of Volunteer to use outside medical assistance or to have Volunteer hospitalized, Volunteer hereby agrees that TSP shall bear no liability for the medical care provided or the costs thereof. Furthermore, TSP is not responsible for injury or illness incurred while on premises or off site while engaging in , supervising or observing TSP related activities.

Confidentiality. Volunteer acknowledges and understands that she/he may be provided with confidential information about TSP's guests with whom Volunteer may be interacting. Any information that Volunteer learns about TSP's guests is confidential and such information shall not be disclosed to anyone. Volunteer agrees to maintain complete confidentiality during the period of her/his services and any and all time following such period. *Use of guests' information and/or any images of guests on any electronic and print media is strictly prohibited. This includes the Internet, all forms of social media including Facebook, blogs, websites, podcasts, and other uploaded media content. Unauthorized use of guests' information and/or above described images is grounds for immediate dismissal.*

Transportation. Volunteer shall arrange her/his own transportation to and from TSP and TSP activities. The volunteer shall not transport guests in their private vehicle. Volunteer shall only transport other volunteers if written consent to do so is provided by the parents of all volunteers under the age of 18 who are both provided transportation and being transported.

Volunteer Decorum. TSP guests, employees, and other persons affiliated with TSP look to Volunteers as leaders within our community. Therefore, personal conduct both on and off the job will reflect upon TSP. It is the policy of TSP that Volunteer shall comply with all local, state, and federal laws both on the job and off. *Failure to comply with all local, state, and federal laws by Volunteer is grounds for immediate dismissal.*

Indemnification of The Still Place: The volunteer hereby agrees to assume full responsibility for any goods and/or merchandise brought by the volunteer to TSP, and further agrees that TSP will not be held financially liable for the loss or damage to any such goods and or merchandise whether through theft, fire, laundry, accident, vandalism, etc. Furthermore, the volunteer agrees to assume full responsibility for any damages or destruction of property incurred by the volunteer due to intentional misuse or abuse of any of The Still Place's equipment /facilities. Said responsibilities shall include reimbursing The Camp for repairing or replacing equipment and/or facilities.

Use of Alcoholic Beverages. Alcoholic beverages are not permitted by volunteers on TSP's premises, unless otherwise instructed by TSP CEO, Vice President, or Executive Director.

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Consumption of alcoholic beverages outside of the Volunteer service period is a personal decision, provided the Volunteer is over the age of 21. However, public intoxication, disorderly conduct, or any such conduct that would bring disrespect or harm to TSP will not be tolerated and may be subject to dismissal. Should Volunteer be found to be under the influence of alcohol while performing his/her duties, said Volunteer shall be dismissed immediately.

Use of Illegal Drugs. The use of illegal drugs by Volunteer while performing her/his obligations is deemed grounds for immediate dismissal. Should Volunteer be found to be under the influence of illegal substances while performing his/her duties, said Volunteer shall be dismissed immediately.

Tobacco. TSP is a tobacco-free facility. Any form of tobacco use, including vaping and the use of associated paraphernalia, on TSP grounds, in its facilities and outbuildings, and any other property owned, managed, and/or operated by TSP is strictly prohibited.

Responsibility and Commitment. Volunteer is asked to carefully plan her/his time so that personal responsibilities and obligations do not conflict with assigned volunteer duties. TSP depends greatly on its volunteers and expects Volunteer to take her/his role seriously, following through with all stated duties, tasks, and obligations outlined in the job description and any other document that includes work to be performed by Volunteer. If Volunteer is unable to perform any duty, task, and/or obligation, she/he must contact her/his direct supervisor as soon as possible to avoid the disruption of guests' experience and general operations of TSP. *This Agreement is not binding until Volunteer background check has cleared and all other requirements are met.*

Background Checks. Proof of valid Driver's License must be provided. If over the age of 18, Volunteer must submit to a background check, and her/his background check must clear before performing any volunteer services at The Still Place. Moreover, all volunteers must submit to a background check after two years, and every two years thereafter.

Voluntary Disclosure Statement. By signing this Agreement, I swear and affirm that I have not been convicted, pled guilty, pled no contest, nor have been adjudicated on any felony charge, or misdemeanor charge involving a crime of dishonesty or moral turpitude, nor for any crime for which the punishment exceeds imprisonment for one year, nor do I have any charges pending against me since the time TSP has secured the results of my most current criminal record.

It is hereby agreed that any special clauses that may be attached hereto are made part of this Agreement.

Volunteer Signature: _____ Date: _____

Printed Name: _____ DOB: _____

The Still Place Representative Signature: _____

Date: _____

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Parent/Guardian Signature if under the age of 18: _____

Date: _____

Service agreement with The Still Place must be completed on a yearly basis.

**THE STILL PLACE VOLUNTEER
RELEASE AND WAIVER OF LIABILITY AND INDEMNITY AGREEMENT**

In consideration of being allowed to participate in or for being allowed to volunteer or to work for, or for any purpose participate in any way in the various activities sponsored by The Still Place, Inc., whether on the premises located at 136 Crossover Lane or 123 Compass Meadows Drive, Hayesville, North Carolina 28904 or off site where The Still Place, Inc. is conducting, sponsoring, facilitating, and/or is in any way connected with or assisting to facilitate the activity. The activities may include but not be limited to swimming, paddle boarding, kayaking, boating, hiking, nature activities, horseback riding, agritourism such as farm visits, equestrian facilities, zip-lining, gem mining, and activities at local, county, state and national parks. To the extent that there will be water activities, The Still Place, shall not be responsible for providing lifeguard services.

EACH OF THE UNDERSIGNED, for himself, herself, his/hers personal representatives, heirs, and next of kin, acknowledges, agrees and represents that he/she has, or will immediately upon entering the area or property where he/she will be participating in any activity sponsored and/ or facilitated by The Still Place, Inc. will inspect, and will continuously thereafter, inspect such property or area and all portions thereof which he/she enters and with which he/she comes in contact, and he/she does further warrant that his /her entry upon such area or areas and his/her participation, if any, in any activity held on the area or property constitutes an acknowledgment that he/she has inspected such property and that he/she finds and accepts the same as being safe and reasonably suited for the purpose of his/her use, and he/she further agrees and warrants that if, at any time, he/she is on or about said property and he/she feels anything to be unsafe, he/she will immediately advise The Still Place, Inc, representative, whether it be an employee or volunteer of such concern and will leave the area about which he/she has concern.

EACH OF THE UNDERSIGNED, for himself, his personal representatives, heirs, and next of kin,

1. HEREBY RELEASES, WAIVES, DISCHARGES AND COVENANTS NOT TO SUE The Still Place Inc, participants, owners and lessees of premises used to conduct the various activities and each of them, their officers and employees, INCLUDING, BUT NOT LIMITED TO contractors and volunteers, all for the purposes herein referred to as "Releasees" from all liability to the undersigned, his/her personal representatives, assigns, heirs, and next of kin for any and all loss or damage, and any claim or demands therefore on account of injury to the person or property or resulting in death of the undersigned, whether caused by the negligence of the Releasees or otherwise while the undersigned is in or upon any area in which activities are facilitated and/or promoted by The Still Place, Inc., and /or serving, working for, or for any purpose participating in activity that the undersigned may engage in while in any area facilitated and/or promoted by The Still Place, Inc.

2. HEREBY AGREES TO INDEMNIFY AND SAVE AND HOLD HARMLESS the Releasees and each of them from all loss, liability, damage or cost they may incur due to the presence of the undersigned in or upon the area or property or in participating in any activity within the area or property and whether caused by the negligence of Releasees or otherwise.

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3. HEREBY ASSUMES FULL RESPONSIBILITY FOR AND RISK OF BODILY INJURY, DEATH OR PROPERTY DAMAGE due to the negligence of the Releasees or otherwise while the undersigned is in or upon the area or property, and/or participating in, observing, working for, volunteering for or for any purpose participating in any activity being conducted within the area or property.

4. HEREBY GIVE MY PERMISSION TO THE STILL PLACE, INC TO USE PHOTOS OR VIDEO TAKEN OF MYSELF AND OR CHILDREN UNDER THE AGE OF 18. I may at any time withdraw permission for pictures or video footage to be used by submitting withdrawal in writing.

EACH OF THE UNDERSIGNED further expressly agrees that the foregoing Release, waiver, and indemnity agreement is intended to be as broad and inclusive as permitted by the laws of the state in which the event is conducted and that if any portion therein is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

THE UNDERSIGNED ALSO ACKNOWLEDGES THAT DAWN M. GRINENKO AND CRAIG KITCHENS ARE MEDICAL DOCTORS BY PROFESSION YET WILL NOT BE PRACTICING MEDICINE IN CONNECTION TO THE ACTIVITIES SPONSORED AND SUPERVISED BY THE STILL PLACE, INC. TSP DOES NOT PROVIDE THROUGH ITS VOLUNTEERS OR EMPLOYEES, ANY MEDICAL SUPPORT OR HEALTH CARE SERVICES TO PARTICIPANTS. IF MEDICAL SERVICES BECOME NECESSARY, OBTAINING THOSE SERVICES WILL BE THE SOLE RESPONSIBILITY OF THE PARTICIPATING FAMILY.

THIS DOCUMENT SHALL BE EXECUTED BY ALL INDIVIDUALS WHO ARE ATTENDING A THE STILL PLACE RETREAT. THIS SHALL INCLUDE ALL FAMILY MEMBERS, FRIENDS AND RELATIVES WHO ARE PRESENT FOR ALL OR A PORTION OF THE RETREAT.

THE UNDERSIGNED HAS READ AND VOLUNTARILY SIGNS THE RELEASE AND WAIVER OF LIABILITY AND INDEMNITY AGREEMENT, and further agrees that no oral representations, statements or inducements apart from the foregoing written agreement have been made. In any suit brought to enforce or release of any subject addressed by the Release, the prevailing party shall be entitled to attorney fees in preparation for trial, and on appeal.

This Release shall be governed by and construed under the laws of the state of North Carolina and if suit is brought, suit must be brought in Clay County, North Carolina.

I HAVE READ THIS DOCUMENT. I UNDERSTAND IT IS A RELEASE OF ALL CLAIMS. I UNDERSTAND I ASSUME ALL RISK INHERENT IN PARTICIPATING IN ANY ACTIVITY SPONSORED, AND/OR FACILITATED BY THE STILL PLACE, INC., REGARDLESS OF LOCATION. I VOLUNTARILY SIGN MY NAME EVIDENCING MY ACCEPTANCE TO THE ABOVE PROVISIONS. I AM AWARE THAT BY SIGNING THIS RELEASE THAT I AM WAIVING CERTAIN LEGAL RIGHTS WHICH I OR MY HEIRS, NEXT OF KIN, EXECUTORS, ADMINISTRATORS, AND ASSIGNS MAY HAVE AGAINST THE RELEASES. I ALSO SWEAR THAT I AM OVER 18 YEARS OF AGE.

PARTICIPANT'S Name: _____

Address: _____ Telephone: _____

SIGNATURE _____ Date _____

Parents or Guardian's signature if participants are under 18 years of age.

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Name: _____ Relationship: _____

SIGNATURE _____ Date _____



ACKNOWLEDGMENT OF THE RECEIPT OF VOLUNTEER HANDBOOK

I have received a copy of the Volunteer Handbook. I agree to follow and abide by all of the procedures, rules and policies that it contains. I understand that the Volunteer Handbook is intended to cover the procedures, rules and policies most often applied to day-to-day activities. These policies are subject to change at the sole discretion of The Still Place, Inc.

From time to time, I may receive updated information concerning changes in policy. I am aware that I may ask questions about procedures, rules and policies.

Name (printed) _____

Signature _____

Date _____

INCIDENT REPORT

REPORTED BY: _____ DATE OF REPORT: _____

TITLE/ROLE: _____ REPORTED TO: _____
VOLUNTEER ROLE TSP STAFF MEMBER

INCIDENT INFORMATION

INCIDENT TYPE: _____ DATE: _____

LOCATION: _____

CITY: _____ STATE: _____ ZIP: _____

SPECIFIC AREA OF LOCATION(IF APPLICABLE): _____

INCIDENT DESCRIPTION:

NAME AND CONTACT OF PARTIES INVOLVED:

NAME AND CONTACT OF WITNESS

POLICE REPORT FILED? YES NO

REPORTING OFFICER: _____ PHONE: _____

FOLLOW UP ACTION:

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TSP REPRESENTATIVE SIGNATURE: _____ DATE: _____

ACCIDENT REPORT

REPORTED BY: _____ DATE OF REPORT: _____

TITLE/ROLE: _____ REPORTED TO: _____
VOLUNTEER ROLE TSP STAFF MEMBER

ACCIDENT INFORMATION

ACCIDENT TYPE: _____ DATE: _____

LOCATION: _____

CITY: _____ STATE: _____ ZIP: _____

SPECIFIC AREA OF LOCATION(IF APPLICABLE): _____

ACCIDENT DESCRIPTION:

NAME AND CONTACT OF PARTIES INVOLVED:

NAME AND CONTACT OF WITNESS

EMERGENCY SERVICE PERSONNEL CALLED? YES NO

DOCTOR/OTHER: _____ PHONE: _____

TSP REPRESENTATIVE SIGNATURE: _____ DATE: _____

