



The Lamb Center Volunteer Handbook

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In The Service of Life

“In recent years the question how can I help? has become meaningful to many people. But perhaps there is a deeper question we might consider. Perhaps the real question is not how can I help? but how can I serve?

Serving is different from helping. Helping is based on inequality; it is not a relationship between equals. When you help you use your own strength to help those of lesser strength. If I am attentive to what’s going on inside of me when I’m helping, I find that I’m always helping someone who’s not as strong as I am, who is needier than I am. People feel this inequality. When we help we may inadvertently take away from people more than we could ever give them; we may diminish their self-esteem, their sense of worth, integrity and wholeness. When I help I am very aware of my own strength. But we don’t serve with our strength, we serve with ourselves. We draw from all of our experiences. Our limitations serve, our wounds serve, even our darkness can serve. The wholeness in us serves the wholeness in others and the wholeness in life. The wholeness in you is the same as the wholeness in me. Service is a relationship between equals. Helping incurs debt. When you help someone they owe you one. But serving, like healing, is mutual. There is no debt. I am as served as the person I am serving. When I help I have a feeling of satisfaction. When I serve I have a feeling of gratitude. These are very different things.

Serving is also different from fixing. When I fix a person I perceive them as broken, and their brokenness requires me to act. When I fix I do not see the wholeness in the other person or trust the integrity of the life in them. When I serve I see and trust that wholeness. It is what I am responding to and collaborating with.

There is distance between ourselves and whatever or whomever we are fixing. Fixing is a form of judgment. All judgment creates distance, a disconnection, an experience of difference. In fixing there is an inequality of expertise that can easily become a moral distance. We cannot serve at a distance. We can only serve that to which we are profoundly connected, that which we are willing to touch. This is Mother Teresa’s basic message. We serve life not because it is broken but because it is holy.

If helping is an experience of strength, fixing is an experience of mastery and expertise. Service, on the other hand, is an experience of mystery, surrender and awe. A fixer has the illusion of being causal. A server knows that he or she is being used and has a willingness to be used in the service of something greater, something essentially unknown. Fixing and helping are very personal; they are very particular, concrete and specific. We fix and help many different things in our lifetimes, but when we serve we are always serving the same thing. Everyone who has ever served through the history of time serves the same thing. We are servers of the wholeness and mystery in life.

The bottom line, of course, is that we can fix without serving. And we can help without serving. And we can serve without fixing or helping. I think I would go so far as to say that fixing and helping may often be the work of the ego, and service the work of the soul. They may look similar if you’re watching from the outside, but the inner experience is different. The outcome is often different, too.

Our service serves us as well as others. That which uses us strengthens us. Over time,

fixing and helping are draining, depleting. Over time we burn out. Service is renewing. When we serve, our work itself will sustain us.

Service rests on the basic premise that the nature of life is sacred, that life is a holy mystery which has an unknown purpose. When we serve, we know that we belong to life and to that purpose. Fundamentally, helping, fixing and service are ways of seeing life. When you help you see life as weak, when you fix, you see life as broken. When you serve, you see life as whole. From the perspective of service, we are all connected: All suffering is like my suffering and all joy is like my joy. The impulse to serve emerges naturally and inevitably from this way of seeing.

Lastly, fixing and helping are the basis of curing, but not of healing. In 40 years of chronic illness I have been helped by many people and fixed by a great many others who did not recognize my wholeness. All that fixing and helping left me wounded in some important and fundamental ways. Only service heals.”

—Rachel Naomi Remen, *In the Service of Life*

About the Lamb Center

The Lamb Center is a daytime drop-in shelter for individuals (our guests) who are experiencing homelessness in Fairfax, Virginia. We provide breakfast, lunch, showers, laundry service, Bible studies, case management, a clothing closet, an art room, employment opportunities, housing and job counseling, AA meetings, small group opportunities, nurse practitioner services, a dental clinic, and much more.

As a Christian ecumenical community of faith, the Lamb Center works on behalf of all people experiencing poverty or homelessness regardless of race, religion, creed, or any other status. The core values of Christianity are central to the Lamb Center's ministry: loving God with all one's heart, soul, mind, and strength; and loving one's neighbors as oneself. Together, our staff, Board of Directors, volunteers, and supporters provide a community of fellowship, support, empowerment, and learning together that grows ever stronger in relationship with our guests.

Our History

The Lamb Center opened in November 1992 as a ministry of Truro Anglican Church in a 3,000 square foot room over a pawnshop in Fairfax, Virginia. In its first year and a half of operations, more than 2,000 individuals made over 5,000 visits to the Lamb Center. The original Lamb Center provided coffee, some meals, showers, fellowship, Bible studies, and laundry services.

In 2000, the Lamb Center moved to rented office space on Old Lee Highway in Fairfax and expanded its services to include case management. Meals, laundry, showers, Bible studies, and the chapel continued to be areas of focus. Eventually space constraints placed limitations on the ministries that could be conducted in that location, and the search started for a new facility.

An extensive search and fund-raising effort led to the May 2016 opening of the Lamb Center in its current location on Campbell Drive in Fairfax. Thanks to the generosity of volunteers, businesses, and many faith community partners, this location has opened many new opportunities to be in fellowship with and provide services for our guests, including an on-site nurse practitioner, a dental clinic, a clothing closet, a workforce development program, expanded case management, and more.

Although its locations have changed over the years and its services have expanded, the Lamb Center staff and volunteers continue to be in fellowship with individuals who are experiencing homelessness. Throughout its history, the center has focused on sharing the love of Jesus Christ and serving together to address the needs of our guests.

Our Mission

To live out the compassionate heart of Christ by serving our neighbors experiencing homelessness.

Our Vision

A community where every individual is known, cherished, and has a place to call home.

Our Values

- We are Christ-centered. We walk alongside our guests with the love and compassion Christ extends to us.
- We are inclusive. We provide a safe and welcoming space, without discrimination, honoring each individual's dignity and experience.
- We pursue excellence. We strive for the highest level of integrity, innovation, and effectiveness in everything we do.
- We are partners. We collaborate with community members, businesses, local governments, and faith communities to discover solutions that equip our beloved neighbors to thrive.

For I know the plans I have for you, declares the Lord, plans to prosper you and not to harm you, plans to give you hope and a future.

JEREMIAH 29:11

Programs and Services

Meals

Breakfast is served from 8:00-10:30 am and lunch from 11:30-1:30 pm (Saturdays lunch is served from 11-12). Our guests value having choices and we strive to offer as many choices during mealtimes as possible based on the foods that are donated to us. Coffee and cold beverages are available throughout the day. Over 45,000 meals are served at the Lamb Center each year.

Clothing

The clothing closet is open on Tuesdays and Thursdays. Guests who are un-housed can visit the clothing closet once per month. Guests who are housed can visit the clothing closet every other month. At the clothing closet guests can "shop" for 10 items.

Laundry

Our guests have the opportunity to have one load of laundry done each day. Guests must pick up previously washed laundry before they can drop off a new load. Over 10,000 loads of laundry are washed for our guests each year.

Showers

Our guests have the opportunity to take a daily shower at the Lamb Center. Being able to be clean and wear clean clothing is important to the dignity of our guests. We provide towels, soap, shampoo and various other personal hygiene items for guests. Over 14,000 showers are taken annually.

Lockers

Our guests experiencing homelessness have the opportunity to sign up for a locker at the Lamb Center. Lockers are renewed on a monthly basis as needed. For many of our guests, lockers serve as a place to store their clothing and other personal items so that they do not have to carry these possessions with them everywhere they go during the day or night.

Case Management

Case management is our core program and encompasses spiritual, psychological, life and employment dimensions. Below are some of the services case management offers:

- **OVERCOME OBSTACLES**
We help guests determine issues that are obstacles to living a life of wholeness.
- **ID CARD AND DOCUMENT DELIVERY**
We provide assistance to replace or obtain identification, social security cards, and birth certificates.
- **BENEFIT APPLICATIONS**
Case Managers are available to assist our homeless guests in applying for SNAP and Medicaid programs.
- **VETERAN'S BENEFITS ASSISTANCE**
Case Managers are available to assist in connecting our veterans to VA resources and benefits.
- **HOUSING**
Case Managers refer clients to area housing providers and assist clients in gathering all necessary documentation.

Employment Training

We help guests develop employment skills and seek jobs so they can be self-sustaining. The Lamb Center is partnering with both the City of Fairfax and Fairfax County to provide approximately 20 individuals with paid work maintaining city parks and public spaces in 4 hour shifts every Monday through Thursday. Both the city, the county, and our guests have benefitted from this transitional work program. For some workers, City Jobs serves as a steppingstone to full-time private sector employment; for all involved, it offers the dignity and sense of purpose that comes with earning a paycheck.

Help with Addiction

We desire for our guests to experience healing and seek treatment for addictions and mental health related issues.

AA Meetings are currently held Tuesdays through Fridays at noon.

Bible Study

We offer Bible Studies Monday through Wednesday at 10:30am, Fridays at 10:30 and 1:30 and Saturdays at 10am to help guests seek God’s plan for their lives.

Chapel Services

On Thursday mornings at 10:30am we have a chapel service with music, prayer, and a message from ministers visiting from a variety of denominations. Our chapel services provide our guests, who may otherwise feel uncomfortable attending a local church service, with an opportunity to participate in a once-a-week worship service.

Medical Care

We have a nurse practitioner available twice a week to meet with our guests and provide healthcare services.

In partnership with the Lamb Center, a Fairfax County Medical Outreach Worker provides referrals to medical, vision, and dental services for our guests who are homeless and uninsured.

Dental Care

The Lamb Center has an on-site dental clinic. Dentists come to the Lamb Center monthly to provide pro bono restorative dental services to our guests who are homeless and uninsured.

Legal Assistance

Legal advice is provided on a case-by-case basis by a pro bono attorney.

Mail and Message Service

We provide a dedicated phone line and mailing address for our guests.

Phone

Phones are available for the use of our guests.

Volunteer Opportunities

- Front desk volunteers
- Kitchen volunteers
- Laundry volunteers
- Clothing closet volunteers
- Workforce Development volunteers
- Open Art volunteers

- Storage room volunteers
- Development (fundraising and events) volunteers
- One time volunteer opportunities

Volunteer Policies-Safety and Security

The Lamb Center is a safe place for our staff, volunteers, and guests. Our consistency in even very trivial matters of policy and practice contributes to everyone's safety and contributes to our guests' sense of fairness, trust, and safety at the Lamb Center. If you think a special accommodation is called for, or if you find that a particular policy needs to be changed or adapted, speak to a staff member.

Guest Interactions

A few specific practices that should always be remembered:

- Keep good "boundaries" with our guests. If a guest seems to pay you inappropriate attention or says things that make you at all uncomfortable, do not feel that you must tolerate this for one moment more. Immediately terminate the conversation and seek a staff member's assistance.
- We ask that volunteers not give individual guests gifts or gift cards. The Lamb Center provides each guest with a gift card at Christmas time-if you would like to contribute to this effort, please be in touch with the Assistant Director of Guest Services.
- Never feel that you owe anyone a hug, kiss or any other physical display of affection that makes you uncomfortable. The Lamb Center is committed to providing an environment that is free of sexual misconduct of any kind including sexual discrimination or sexual harassment. For additional information, please refer to the Sexual Harassment Policy at the end of the Volunteer Handbook.
- Never give a guest a ride, cash, your phone number, or address without first speaking to a staff member. If a guest should ask you for a ride, money, your address, etc., you may simply tell him that Lamb center policy prohibits you from doing so. **Please alert a staff member immediately if this happens.**
- Use the buddy system when walking on Campbell Drive. If you are not parking in the TLC lot please try to time your arrival with others from your shift so that you can walk together. If you need help connecting with another volunteer to walk with please be in touch with the Assistant Director of Guest Services. If you park off-site and need someone to walk with, you can always call the front desk and let them know you need a staff person to walk with you.

Injuries and Personal Safety

If you are injured while volunteering at the Lamb Center, please seek first aid immediately or medical attention if necessary. Additionally, please inform a staff member of the incident

and complete an incident report form. First Aide kits are located in the laundry room and in the Director of Operations office.

Security of Personal Belongings

The Lamb Center assumes no liability for volunteer's personal property. We encourage you to lock valuable items in your vehicle while you are serving.

Additional Volunteer Policies

Age Requirements

At the Lamb Center, we strive to create a welcoming environment for both guests and volunteers. This involves providing services for our guests in a respectful manner and ensuring that each volunteer who comes to the Lamb Center has a good experience. Although we make every effort to keep the Lamb Center safe, we cannot be in all places at all times. In particular, we serve a population that includes those whose behavior is unpredictable and those who have been convicted of sex offenses. Adults bringing young people to volunteer at the Lamb Center must be aware of this fact and must be willing to carry the full responsibility for the safety of the youth they supervise. To achieve these ends, we have the following policy for minors volunteering at the Lamb Center:

- Volunteers ages 18 and up are eligible to volunteer in any capacity within the Lamb Center.
- Volunteers between 14 and 18 years old must be accompanied by a parent or guardian and the parent or guardian must sign a waiver for the minor to serve. Minors must be with their parent or guardian at all times while at the Lamb Center.
- Volunteers under the age of 14 may only volunteer at the discretion of the Lamb Center staff. They must be accompanied by a parent or guardian and may only volunteer in the laundry room. The parent or guardian must sign a waiver for the minor to serve. Minors must be with their parent or guardian at all times while at the Lamb Center.

Volunteer Onboarding

Lamb Center staff will onboard new volunteers by completing the steps below:

- Schedule a tour.
- Complete an application.
- Assignment to volunteer position.
- Connect new volunteer with volunteer shepherd (lead volunteer who schedules).
- Add volunteer to volunteer management systems.
- Provide volunteer with a handbook, nametag, parking pass, and shirt.
- New volunteers sign handbook acknowledgement and confidentiality agreement.
- Schedule training (if necessary).

Unable to Volunteer

If you are unable to volunteer for a shift you have been assigned to please notify the volunteer shepherd as soon as possible. If you need to cancel at the last minute, please call the Lamb Center and notify the staff that you are unable to serve.

Drug-free Environment

The use, sale, transfer, possession, or being “under the influence” of alcohol, illicit drugs, or controlled substances while on duty, on TLC property, or in TLC vehicles is prohibited. For the purpose of this policy, “under the influence” is defined as being unable to perform work in a safe or productive manner and/or being in a physical or mental condition that creates a risk to the safety and well-being of the affected volunteer, staff, guests, the public, or TLC property.

Non-Smoking Policy

Smoking is not allowed in the work area at TLC; however, it is permitted in designated outside areas.

Holidays the Lamb Center is Closed

The Lamb Center is closed on the following holidays:

- New Year’s Day
- Martin Luther King Jr Day
- President’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

Holidays will be observed on the calendar day designated by TLC for their observance. Generally, if a holiday falls on a Saturday, the holiday will be observed on the preceding Friday. If the holiday falls on a Sunday, the holiday will be observed on the following Monday.

Religious Affiliation

The Lamb Center is a Christian ecumenical community of faith. The core values of Christianity are central to the Lamb Center's ministry: loving God with all one's heart, soul, mind, and strength; and loving one's neighbors as oneself. However, the Lamb Center welcomes volunteers from all faith backgrounds to serve as long as they are supportive of the center's mission and values.

Volunteer Groups

Groups of 5 are welcome to serve together at the Lamb Center, however group visits must be coordinated and scheduled with the Volunteer Manager.

Guest Privacy and Confidentiality

It is the firm intent and policy of the Lamb Center to care for all the needs of our guests. Part of that care requires that we offer a safe place of confidence and security not only in physical terms but also in terms of privacy and confidentiality.

Volunteers and interns will likely be exposed to information about our guests that must not be disclosed outside necessary treatment and counseling at The Lamb Center. Some of this information is protected by Federal or state laws prohibiting disclosure of health care and financial information, and the use or publication of photographs; some is simply a matter of creating an environment of confidence and trust.

Attire

We appreciate that everyone has their own fashion preferences. However, sometimes some of our guests respond inappropriately to certain clothing styles. Therefore, please wear clothing that provides adequate coverage and has a loose fit. For your safety and comfort, and for the comfort of our guests, please do not wear clothing that is too short, low cut, or see-through. We ask that shorts worn be Bermuda length shorts that are loose fitting. Kitchen Attire- Please make sure long hair is pulled back and disposable gloves are worn whenever handling food. Aprons are available but not required.

Parking

Parking at The Lamb Center is in short supply. Parking in our lot is reserved for volunteers and staff. Volunteers will receive a parking pass which they should display on their dashboard. If you see an empty parking space on Campbell Drive, please park there first. Overflow parking is available at Beacon Landing (the old hy-way motel).

When You Arrive

At the beginning and end of your shift, please check in with the front desk to record your volunteer time. If you're unable to be here on a day for which you're scheduled, please let the volunteer shepherd for your area know so that we can plan accordingly.

Our Daily Schedule

Our ministry is largely conducted in response to our guests and their needs. In the midst of all this spontaneity, our day is anchored in the consistency of a simple schedule:

City Jobs Devotion/Meeting 7:30 am
Pre-opening Prayer 7:45 am
Opening 8:00 am
Morning Prayer 9:30 am
Breakfast 8:00 – 10:30 am
Bible Study 10:30 am (Saturday 10 am)
Lunch 11:30-1:30 pm
Last Shower 2:15 pm
Last Laundry Drop Off 2:30 pm
Closing Prayer 2:50 pm (Saturdays 12:30 pm)
Doors Close 3:00 pm (Saturdays 12:30 pm)

Our faithfulness to this schedule means a great deal to our guests, many of whom know precious little of order or consistency in their lives. Our consistency, even in very mundane things like our schedule and trivial matters of policy, is a sign by which our guests know the Lamb Center to be a safe place and its staff trustworthy.

Volunteer Get Togethers

The Lamb Center hosts a Volunteer Meeting once or twice a year.

We encourage you to attend these meetings as you are able. Volunteer meetings allow us an opportunity to pray together for those we serve, to cultivate our sense of community, to share and reflect upon what we've seen of God's work at The Lamb Center, and to care for and encourage each other in ways that an ordinary workday doesn't allow us.

Office Equipment

Volunteers should see a staff member if a guest requests to use a copier or fax machine. A staff member can assist the guest.

The Elevator

Guests are not allowed to ride on the elevator to the 2 nd floor without being escorted by a staff member or volunteer. The elevator should be in the locked position on the first floor at all times. All staff members have an elevator key and one key is kept at the front desk. When riding the elevator to the second floor, please remember to turn the key to the locked position and remove the key from the lock when getting on the elevator.

Bible Study and Chapel Service

Bible study is announced by dimming the lights and then inviting the community to prayer in the middle of the room. While the lights are dimmed, every other conversation and activity in the room should in some sense show deference to the life of our community at the Main Table. Do not conduct conversations at or near the table; and even when far removed from the table, speak softly and politely direct others to speak softly, too. Our guests are careful students of our behavior and attitude, and we never want to leave the impression that we consider prayer and Bible study irrelevant. Let your example foster a spirit of reverence in others.

The Chapel Service we offer every Thursday is conducted by a pastor, priest or lay minister from a local church. Contact a staff member to schedule your pastor or priest for this service.

Showers

Towels and toiletries are distributed from the Laundry. Items such as deodorant, razors, toothbrushes, toothpaste and combs should be given only upon request. Volunteers should monitor the supplies and notify operations if they are running low on something.

Do not give out any shower supplies after 2:15 pm (11:15 am on Saturdays). Guests should not shower after this time. If guests complain about this, ask them to talk to a staff member.

Volunteer Job Descriptions

Job descriptions are available for each volunteer role and will be provided to volunteers as part of their onboarding.

Appendix A

Volunteer Forms



Volunteer Handbook Acknowledgement

This is to acknowledge that I have received a copy of and have reviewed the Lamb Center (TLC) Volunteer Handbook and understand that it sets forth the obligations of my volunteer service with TLC. 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. I understand that I should consult the Volunteer Manager regarding any questions not answered in the Volunteer Handbook.

Volunteer (signature) _____ Date _____

Volunteer (name printed) _____



Policy for Youth Volunteers at The Lamb Center

At The Lamb Center, we strive to create a welcoming environment for both guests and volunteers. This involves providing services for our guests in a respectful manner and ensuring that each volunteer who comes to The Lamb Center has a good experience. Although we make every effort to keep The Lamb Center safe, we cannot be in all places at all times. In particular, we serve a population that includes those whose behavior is unpredictable and those who have been convicted of sex offenses. Adults bringing young people to volunteer at The Lamb Center must be aware of this fact, and must be willing to carry the full responsibility for the safety of the youth they supervise.

To achieve these ends, we have the following policy for youths volunteering at The Lamb Center:

- Volunteers ages 18 and up (who are free of a criminal background) are eligible to volunteer in any capacity within the Lamb Center.
- Volunteers between 14 and 18 years old must be accompanied by a parent or guardian and the parent or guardian must sign a waiver for the minor to serve. Minors must be with their parent or guardian at all times while at the Lamb Center.
- Volunteers under the age of 14 may only volunteer at the discretion of the Lamb Center staff. They must be accompanied by a parent or guardian and may only volunteer in the laundry room. The parent or guardian must sign a waiver for the minor to serve. Minors must be with their parent or guardian at all times while at the Lamb Center.

We recognize that some children and adults are more mature than others. However, we have established this policy based on our experience working with a wide range of groups and individuals over the years.

Waiver:

I understand that minors volunteering at The Lamb Center face risks because of the population of guests served, which includes those with unpredictable behavior and those who have been convicted of sex offenses. I am aware of this fact, and I am willing to bear full responsibility for the risks my child faces as a youth volunteer at The Lamb Center. Additionally, I agree to supervise my child and ensure that they are with me at all times, while serving at the Lamb Center.

Parent of Youth Volunteer/ Signature

Name of Child

Church/Organization

Date



VOLUNTEER CONFIDENTIALITY AGREEMENT

I. The Parties. This Volunteer Non-Disclosure Agreement, referred to as the “Agreement”, applies to the undersigned, referred to as the “Volunteer”, associated with and/or involved in the activities or affairs of The Lamb Center, with a mailing address of 3160 Campbell Dr, County of Fairfax, State of Virginia, referred to as the “Volunteer Program”, with both the Volunteer and Volunteer Program collectively referred to as the “Parties”.

II. Confidential Information. All data, materials, knowledge and proprietary information generated through, originating from, or having to do with the Volunteer Program or persons associated with its activities, including contractors, is to be considered Confidential Information and is not to be disclosed to any outside party. This includes, but is not limited to, donor lists, financial details, documents, information, designs, printed matter, policies, procedures, conversations, messages (received or transmitted), resources, contacts, e-mail lists, e-mail messages, whether internally between staff or outside the Volunteer Program is confidential and the sole property of Volunteer Program.

III. Clients. Client information, including all file information, is not be disclosed to any third party, under any circumstances, without the written consent of the Volunteer Program.

IV. Damages. Any disclosure, misuse, copying or transmitting of any material, data or information, whether intentional or unintentional, will subject the Volunteer to disciplinary action, prosecution, and/or monetary damages according to the procedures set by the Volunteer Program and any applicable laws.

The signature of the Volunteer below acknowledges his/her agreement to the aforementioned terms.

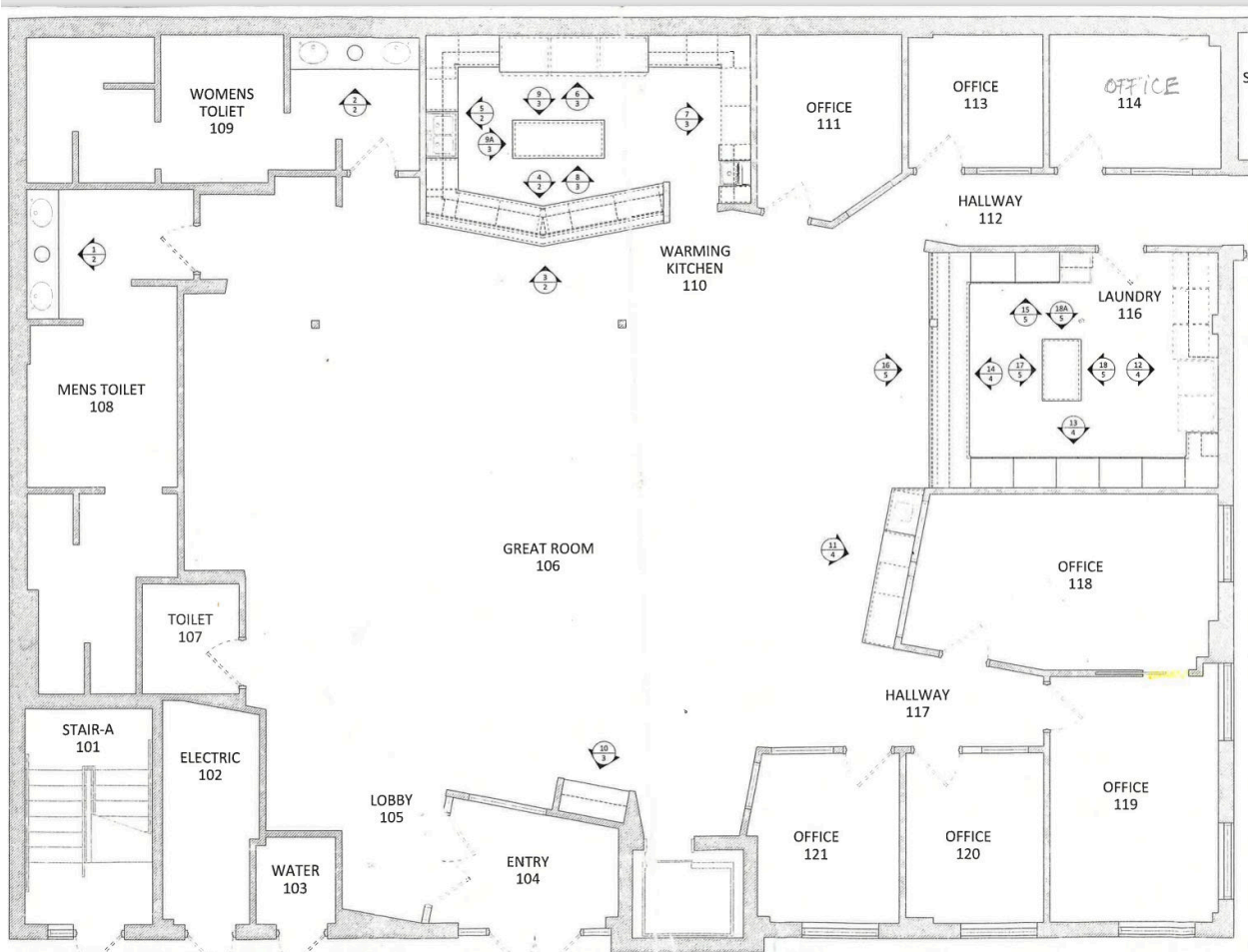
Volunteer’s Signature _____ **Date** _____

Print Name _____

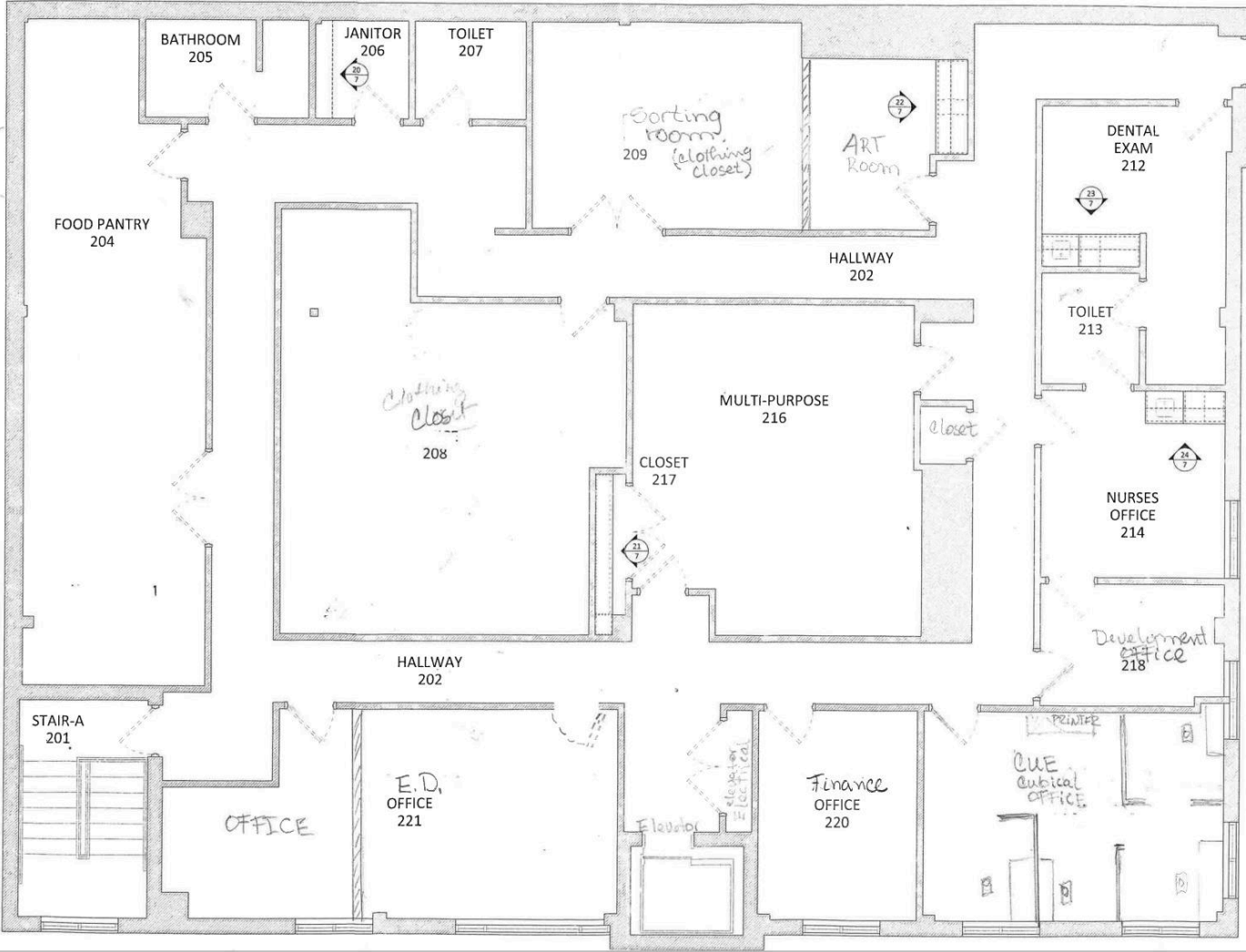
Appendix B

Maps

Map of Lamb Center Main Floor



Map of Lamb Center Upper Level



Appendix C

Sexual Harassment Policy

Sexual Harassment Policy

Avoidance of Sexual Misconduct

- a. Sexual Misconduct Prohibited. The Lamb Center (TLC) is greatly concerned about the area of sexual misconduct and strictly prohibits any such behavior, regardless of how it occurs, whether by or against employees of TLC, its guests, volunteers, or visitors.
- b. Training. TLC reserves the right to carry out background checks on its employees and volunteers.
- c. Penalties. Employees or volunteers under allegations of violating TLC sexual conduct standards may be placed on leave without pay or asked to refrain from volunteering until an investigation is completed. Penalties for violation may include termination of employment or volunteering.

Harassment

- a. General. TLC is committed to providing an environment that is free of sexual misconduct of any kind including sexual discrimination or sexual harassment. In keeping with this commitment, the center maintains a strict policy prohibiting unlawful harassment, including sexual harassment. It is important for an employee or volunteer to understand that jokes, stories, cartoons, nicknames, and comments about appearance, gender, race, religious or political affiliation may be offensive to others. Individuals must refrain from engaging in or encouraging activities in these areas. Individuals should make every effort to eliminate any types of these activities at TLC.
- b. Defining Sexual Harassment. "Sexual harassment" is unwelcome conduct of a sexual nature that is sufficiently persistent or offensive to unreasonably interfere with an individual's job performance or create an intimidating, hostile, or offensive working environment. Sexual harassment is defined by the Equal Employment Opportunity Commission Guidelines as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when, for example, a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or c) such conduct has the purpose or effect of unreasonably interfering with an individual's performance or creating an intimidating, hostile, or offensive working environment.

Under Title VII of the Civil Rights Act of 1964, there are two types of sexual harassment: a) quid pro quo and b) hostile working environment. Sexual harassment can be physical and psychological in nature. The aggression of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing. Employees and volunteers are prohibited from harassing other employees and volunteers

whether the incidents of harassment occur on employer premises and whether the incidents occur during work hours.

Examples of prohibited conduct

Though sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include the following:

- Physical assaults of a sexual nature, such as rape, sexual battery, molestation or attempts to commit these assaults, and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, grabbing, brushing against another person's body or poking another person's body.
- Unwelcome sexual advances, propositions, or other sexual comments, such as sexually oriented gestures, noises, remarks, jokes, or comments about a person's sexuality or sexual experience.
- Preferential treatment or promises of preferential treatment to an employee or volunteer for submitting to sexual conduct, including soliciting or attempting to solicit any person to engage in sexual activity for compensation or reward.
- Subjecting, or threats of subjecting, a person to unwelcome sexual attention or conduct or intentionally making the performance of the person's job more difficult because of that individual's gender.
- Sexual or discriminatory displays or publications anywhere in TLC's workplace by the TLC employees or volunteers.
- Retaliation for sexual harassment complaints.

c. Other Sexual Misconduct. Sexual Misconduct prohibited by TLC includes not only sexual harassment of employees but also sexual misconduct by or against guests, visitors, or volunteers.

d. Reporting Sexual Misconduct. If a volunteer believes that he/she is being, or has been, harassed in any way, or if anyone observes, or receives a reasonably credible report of conduct or conditions which may constitute sexual misconduct, the alleged sexual misconduct should be reported to a staff member immediately without fear of reprisal. In determining whether there is reason to believe that sexual misconduct has occurred, the person investigating the matter may require that a written statement be submitted by the complainant or reporter, all incidents no matter how minor should be taken seriously, the totality of the circumstances, such as the nature of the conduct and the context in which the alleged incident occurred, will be promptly investigated. Retaliation against complainants or reporters of incidents is prohibited. Confidentiality should be maintained to the extent possible, however, the accused party will be given a fair opportunity to defend him or herself.

e. Procedure. When a report is received, the staff member receiving a report of sexual misconduct report the incident his or her immediate superior, the Director, and the Board Chair. An appropriate investigation will be conducted, and appropriate action is taken to possibly include:

- 1) Ensuring that both the individual filing the complaint (hereafter referred to as the “complainant”) and the accused individual (hereafter referred to as the “respondent”) is aware of the seriousness of a sexual harassment complaint.
- 2) Explaining TLC’s sexual harassment policy and investigation procedures to the complainant and the respondent.
- 3) Exploring informal means of resolving sexual harassment complaints. Notifying the police if criminal activities are alleged.
- 4) Arranging for an investigation of the alleged harassment.
- 5) Submitting a written report summarizing the results of the investigation and making recommendations to the Board Chair.
- 6) Notifying the complainant and the respondent of the corrective actions to be taken, if any, and administering those actions.

g. Other Available Procedures. The procedures available under this policy do not preempt or supersede any legal procedures or remedies otherwise available to a victim of sexual harassment under local, state, or federal law.

Our first responsibility is to you. Your experience with the lives of our guests may sometimes be painful or discouraging. Please let us know what you are seeing and experiencing at The Lamb Center so that we can faithfully support you in ministry here.