



Volunteer Handbook

*This version dated 10.26.2022 supersedes previous versions
of Care Net Pregnancy and Family Services Volunteer
Manual*

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WELCOME

Welcome to Care Net of Puget Sound. We are happy to have you as a member of our volunteer team! Care Net of Puget Sound is a non-profit ministry. The mission of Care Net of Puget Sound is to bring compassionate help and hope to women and teens unprepared for pregnancy; to present sexual abstinence as a positive lifestyle for singles; to provide opportunity for healing and restoration to those who have been hurt by abortion; and to present Jesus Christ as Savior and Lord.

As an affiliate of Care Net, Care Net of Puget Sound is a part of a national network of pregnancy centers that share the common mission of ministering to women and men in need. Care Net of Puget Sound is also affiliated with Heartbeat International and NIFLA (National Institute of Family and Life Advocates.)

This handbook has been prepared to provide a ready reference for our volunteers. These policies and procedures have been adopted to assure good management practices and to assure the fair treatment of our volunteer staff. All volunteers are responsible for knowing the applicable information contained in this handbook.

This handbook may not address all situations that may arise for a volunteer with Care Net of Puget Sound as it is impossible for any handbook to adequately cover all events and circumstances that may arise. If you need additional information, please consult your supervisor.

Sincerely,



David Mitchell
Executive Director
Care Net Pregnancy and Family Services of Puget Sound

MISSION STATEMENT

Care Net offers hope by providing compassionate practical care, accurate information, Biblical Truth, and life-affirming resources for pregnancy, sexual health and integrity and abortion recovery.

DOCTRINAL STATEMENT

I. Scripture

The Holy Bible alone is God's inspired word; it does not err or lie; and it binds our beliefs and practices.

II. God

There is one true God, revealed in the Scripture as infinite, eternal, and unchangeable; all-wise; all-powerful; all-present; just; holy; loving; and faithful. He is the Creator and Ruler of all things, and all things exist solely for His glory.

III. Christ

God the Son became man: Jesus Christ. He was conceived by the Holy Spirit and born of a virgin. He lived a sinless and holy life and died as a sacrifice to satisfy divine justice (due to us for sin), rose bodily from the dead, as ascended bodily into heaven. He will come again, visibly, in power and glory, to judge the world. He therefore was and continues to be God and man, one person in two distinct natures, forever.

IV. Faith

For the salvation of sinful man, regeneration by the Holy Spirit is absolutely essential. The Holy Spirit is the author of Christian faith in a person's heart. The one who has this faith accepts the doctrines of the Trinity and the Incarnation, repents of his sins, and rests upon Christ's holy life and sacrificial death as the sole ground of acceptance with God. Whoever does not have this faith in Christ will suffer God's wrath; no one can go to heaven without this faith.

V. The Christian Life

All those who have put their trust in Jesus Christ for salvation will seek to please Him with the way they live, by keeping His commandments and worshiping with His people. Someone who has no desire to be holy has not been born again.

VI. Christian Unity

All those who have sincerely trusted Christ for salvation are members of the body of Christ and enjoy spiritual unity with one another in Christ.

The Nicene Creed

I believe in one God, the Father Almighty, maker of heaven and earth, and of all things visible and invisible.

And in one Lord Jesus Christ, the only begotten Son of God; begotten of His Father before all worlds, God of God, Light of Light, Very God of very God; begotten, not made; being of one substance with the Father; by whom all things were made.

Who for us men and for our salvation came down from heaven, and was incarnate by the Holy Spirit of the Virgin Mary, and was made man: and was crucified also for us under Pontius Pilate; He suffered and was buried: and the third day He rose again according to the Scriptures; and ascended into heaven, and sitteth on the right hand of the Father; and He shall come again, with glory to judge both the quick and the dead; whose kingdom shall have no end.

And I believe in the Holy Spirit, The Lord, and Giver of Life, who proceedeth from the Father and the Son; who with the Father and the Son together is worshipped and glorified; who spoke by the prophets.

And I believe one catholic* and apostolic Church. I acknowledge one baptism for the remission of sins; and I look for the Resurrection of the dead: And the Life of the world to come. Amen.

*Universal

STATEMENT OF PRINCIPLE

1. Care Net of Puget Sound, being a Protestant Christian ministry, has as its primary purpose, to testify to all about God: His existence, glory, and will. This God, whose holy law legislates, “Do not murder”, also invites with mercy, “Come to me, all you who are weary and heavy laden, and I will give you rest.” Thus, the Care Net of Puget Sound’s goals include:
 - A. Showing compassion and providing information and assistance to mothers (clients) so as to save their children from abortion, and
 - B. By lovingly telling them of the grace and mercy of God toward sinners as found in the good news that Jesus Christ died and rose again for them and inviting them to trust Him as Savior. The manner and methods of reaching these goals must be guarded by submission to the Word of God and humble prayer.
2. Care Net of Puget Sound requires all volunteers, staff, and directors to be practicing Christians who give unreserved assent to the Doctrinal Statement and Statement of Principle of the Centers and all ministry documents.
3. Care Net of Puget Sound is committed to providing its clients with accurate and complete information about both prenatal development and abortion. Care Net of Puget Sound will not use any form of coercion or deception when assisting clients or in advertising its services.
4. Care Net of Puget Sound is committed to providing its clients with whatever forms of support is necessary in order that mothers may bring their babies to term.
5. Care Net of Puget Sound is committed to aiding women who have decided to have their babies, through the provision of God’s people and the community at large, in order that they may face the future with hope and plan constructively for themselves and their babies.
6. Care Net of Puget Sound never discriminates in presenting the love of Christ through its ministry, because of race, creed, color, national origin, age, or marital status of its clients.
7. Care Net of Puget Sound affirms that Scripture and science agree that human life begins at conception. The commandment, “Do Not Murder”, requires that we do all within our power to protect this human life. Consequently, abortion is never justified except to save the mother’s life. (In the case of a life-threatening ectopic pregnancy, removal of the ectopic is permissible). Biblical holiness demands that we speak up for the unborn; therefore, Care Net of Puget Sound never advises, provides, or refers for abortion or abortifacients.
8. Care Net of Puget Sound does not engage in counseling or in referring for contraceptives or contraceptive services. Married women seeking contraceptive information are urged

to seek counsel from their pastor and physician. The guiding rule with unmarried women is the sanctity of the sexual relationship in marriage.

9. Care Net of Puget Sound offers assistance free of charge at all times.
10. Care Net of Puget Sound is committed to creating awareness within the local community of the needs of pregnant women, because abortion only compounds human need rather than resolve it.
11. Care Net of Puget Sound advocates peaceful and legal means to protect life and end abortion and does not employ or condone violence of any kind.
12. Care Net of Puget Sound recognizes the validity of adoption as one alternative to abortion but is not biased toward adoption when compared to the other life-saving alternatives. Care Net of Puget Sound is independent of adoption agencies, relating to them in the same manner as to other helpful referral sources. Care Net of Puget Sound receives no payments of any kind from these agencies, does not enter into contractual relationships with them, and does not share combined office space. Adoption agencies are not established under the auspices of the Center. Care Net of Puget Sound neither initiates nor facilitates independent adoptions.

COMMITMENT OF CARE AND COMPETENCE

- Clients are served without regard to age, race, income, nationality, religious affiliation, disability, or other arbitrary circumstances.
- Clients are treated with kindness, compassion and in a caring manner.
- Clients always receive honest and open answers.
- Client pregnancy tests are distributed and administered in accordance with all applicable laws.
- Client information is held in strict and absolute confidence. Releases and permissions are obtained appropriately. Client information is only disclosed as required by law and when necessary to protect the client or others against imminent harm.
- Clients receive accurate information about pregnancy, fetal development, lifestyle issues, and related concerns.
- We do not offer, recommend or refer for abortions or abortifacients, or contraceptives. We are committed to offering accurate information about related risks and procedures.
- All our advertising and communication are truthful and honest and accurately describe the services we offer.
- We provide a safe environment by screening all volunteers and staff interacting with clients.
- We are governed by a board of directors and operate in accordance with our articles of incorporation, by-laws, and stated purpose and mission.
- We comply with applicable legal and regulatory requirements regarding employment, fundraising, financial management, taxation, and public disclosure, including the filing of all applicable government reports in a timely manner.
- Medical services are provided in accordance with all applicable laws, and in accordance with pertinent medical standards, under the supervision and direction of a licensed physician.
- All our staff, board members and volunteers receive appropriate training to uphold these standards.

STATEMENT ON THE SANCTITY OF HUMAN LIFE

We believe that all human life is sacred and created by God in His image. Human life is of inestimable worth in all its dimensions, including pre-born babies, the aged, the physically or mentally challenged, and every other stage or condition from conception through natural death. We are therefore called to defend, protect and value all human life. (Ps 139)

STATEMENT OF MARRIAGE, GENDER, AND SEXUALITY

We believe that every person must be afforded compassion, love, kindness, respect and dignity. (Mark 12:28-31; Luke 6:31) Hateful and harassing behavior or attitudes directed toward any patient, client, staff, or volunteer are forbidden and are to be repudiated as they are not in accord with Scripture or the doctrines of Care Net of Puget Sound.

We believe that God wonderfully and immutably creates each person as male or female. These two distinct, complementary genders together reflect the image and nature of God. (Gen 1:26-27) Rejection of one's biological sex is a rejection of the image of God within that person.

We believe that the term "marriage" has only one meaning: the uniting of one man and one woman in a single, exclusive union, as delineated in Scripture. (Gen 2:18-25) We believe that God intends sexual intimacy to occur only between a man and a woman who are married to each other. (1 Cor. 6:18; 7:2-5; Heb. 13:4) We believe that God has commanded that no intimate sexual activity be engaged in outside of marriage between a man and a woman.

We believe that any form of sexual immorality (including adultery, fornication, homosexual behavior, bisexual conduct, bestiality, incest, and use of pornography) is sinful and offensive to God (Matt 15:18-20; 1 Cor. 6:9-10)

We believe that in order to preserve the function and integrity of Care Net Pregnancy and Family Services of Puget Sound as the local Body of Christ, and to provide a biblical role model to the Care Net of Puget Sound members and the community, is the imperative that all persons employed by Care Net of Puget Sound in any capacity, or who serve as volunteers, agree to and abide by this Statement of Marriage, Gender and Sexuality. (Matt 5:16; Rom 10:9-10; 1 Cor. 6:9-11)

We believe that God offers redemption and restoration to all who confess and forsake their sin, seeking His mercy and forgiveness through Jesus Christ. (Acts 3:19-21; Rom 10:9-10; 1 Cor. 6:9-11)

FINAL AUTHORITY FOR MATTERS OF BELIEF AND CONDUCT

The Statement of Faith, Doctrinal Statement, Statement of Principle, Statement on Marriage, Gender and Sexuality, Mission Statement and the Commitment of Care and Competencies does not exhaust the extent of our beliefs. The Bible itself, as the inspired and infallible Word of God that speaks with final authority concerning truth, morality, and the proper conduct of mankind, is the sole and final source of all that we believe.

For purposes of Care Net Pregnancy and Family Services of Puget Sound's faith, doctrine, practice, policy and discipline, our Board of Directors is Care Net Pregnancy and Family Services of Puget Sound's final interpretive authority on the Bible's meaning and application.

CARE NET OF PUGET SOUND'S HISTORY

Care Net Pregnancy and Family Services of Puget Sound (Care Net of Puget Sound) began its formation in 1982 with the founding of Crisis Pregnancy Center of King County. The Crisis Pregnancy Center of King County began to operate a 24-hour options education service via telephone. During this same year, the Crisis Pregnancy Center of King County opened their first Crisis Pregnancy Center in Seattle. Their second Center opened in Renton during 1984.

In 1983 the formation of the Crisis Pregnancy Center of Pierce County began. The first service offered was an options counseling service via telephone. In February 1984, the Crisis Pregnancy Center of Pierce County opened its first Center in Tacoma – Hilltop area - providing free pregnancy testing and options education for clients. An extensive community referral network also grew to support clients continuing their pregnancies from community agencies, medical professionals, churches and alike.

1986 saw the launch of Operation Teen Respect providing abstinence education and support to teens.

In 1987, the King County leadership opened the fourth location in Federal Way and relocated one of their centers to Bellevue in 1988.

Post Abortion Counseling and Education (PACE) program was developed by the Christian Action Council in recognition of post abortion trauma and its impact on women in our communities. The Crisis Pregnancy Center of Pierce County began offering PACE in 1988 meeting the needs of countless women in the community suffering from post-abortion trauma.

In October 1990, the Board of Directors of Pierce County decided to expand services and offer a Supply Office where people in need could receive help with maternity clothing and baby supplies.

In 1990 Operation Teen Respect in partnership with the Crisis Pregnancy Center of King County changed their name to SHARE (Sexual Health and Relationship Education).

In 1991, the Crisis Pregnancy Center of Pierce County developed their abstinence education program, "Operation Self Respect" (OSR) through training provided by the King County SHARE program.

In April of 1994, a site was chosen by the Pierce County Board to open their second Center in the Puyallup area. The Puyallup Center was open and serving clients by August of 1994.

The King County Board and leadership staff of Crisis Pregnancy Center of King County changed their name to Life Choices in 1995. Medical services began. The University District center opened its doors and provided the first ultrasound.

In 1999, the Pierce County abstinence program was updated and renamed "SMART Love" (Saving Marriage as the Right Time).

The Board of Crisis Pregnancy Center of Pierce County's strategic plan was to add medical services by 2000. In compliance with Washington State, Federal, Care Net and National Institute of Family Life Advocated standards, the Crisis Pregnancy Center of Pierce County began offering ultrasound services in the Puyallup Center in January of 1999 and ultrasound services began in the Tacoma Center in January of 2000. Crisis Pregnancy Center of Pierce County benefitted by the training and expertise of their sister center in King County, Life Choices.

In 1999, a coalition of pastors from the Kenmore and Bothell area churches concerned about the opening of

a surgical abortion service in their community banded together and approached the leadership of Life Choices for a life affirming pregnancy center in their community. The body of Christ in the Northshore and surrounding communities became the steering committee that made the Kenmore Center possible. The coalition of pastors through their church bodies not only provided the funds for the capital campaign but securing long standing support for ongoing care to women in their community. The Kenmore Center opened its doors in May of 2000 (Mother's Day).

In May of 2000, the Board of Directors of Crisis Pregnancy Center of Pierce County approved the addition of their third full-service center in Lakewood. Thanks in large part to a very supportive Lakewood Community; this Center opened its doors faster than anticipated, January of 2001.

In 2002, SHARE was able to go international with their first international presentation in Africa.

In the spring of 2002, the Supply Ministry of the Crisis Pregnancy Center of Pierce County transformed into Parenting Support Services offering an incentive-based parenting education and continued supply support.

In May of 2004, the (then) Crisis Pregnancy Center in Puyallup was invited to move its location to the Sunrise Medical Campus on South Hill - Puyallup. The new location was officially opened in November of 2004.

2004 heralded the name change of Crisis Pregnancy Centers of Pierce County to Care Net Pregnancy and Family Services of Pierce County. The change of name moved the Pierce County centers into a new era of ministry outreach. The name change also gave the Pierce County centers the benefit of marketing and commercial advertising available through our national affiliate.

2004 saw the expansion of our pregnancy loss ministry in Pierce County to include support for families receiving adverse prenatal diagnosis. National statistics showed that 80% of women facing adverse pregnancy diagnosis – where the fetus was determined to have a life-threatening condition – were encouraged by their medical professionals to terminate their pregnancies. There were no resources or compassionate care groups in the Puget Sound Area for couples facing this devastating news and not much support by the medical profession if the couple chose to continue the pregnancy and allow the Lord to take the child's life in His timing. Care Net of Pierce County clients connected with available staff or volunteer medical providers to address their medical concerns associated with their loss as well as receive referrals from support groups who could assist with the emotional consequences of their loss. Lavender Tree, a Perinatal hospice program developed from this vision and has been a wonderful life-affirming haven for parents ever since.

In 2006, Care Net of Pierce County collaborated with the YMCA, Youth for Christ and Friends and Servants to provide staffing and support to the Youth Investment Center, a youth drop-in center located in downtown Puyallup.

In 2006, the Leadership of Life Choices relocated the Federal Way center to its current location on 324th Street in Federal Way.

In 2005, the Board Care Net in Pierce County approved the recommendations of the steering committee and starting plans for their fourth full-service center in Gig Harbor. The Kickoff began with an open house in an empty shell of our office space to be in December of 2005 and in February 2007, with great support from a very active Steering Committee and a welcoming community; the Gig Harbor center opened its doors to receive clients for care.

In the spring of 2007, our State House and Senate passed into law a Comprehensive Sex Education plan that the schools will be required to present to their students disallowing abstinence only presentations in the

public schools and took effect in September of 2008. SHARE and SMART Programs, in collaboration with Washington Abstinence Teachers and Educators (WATE) Council redeveloped the curriculums to be compliant to the State requirements and to continue presentations.

In February of 2009, the Board of Directors of Life Choices of King County approached the Board of Directors of Care Net of Pierce County with an offer to merge the two ministries. The merging of two ministries was necessary to ensure that ongoing services and support remain for women in King County. In June of 2009, a joint board meeting voted to begin the process of the merge. Starting in August of 2009, Care Net Pregnancy and Family Services inherited their fifth and sixth centers in Federal Way and Kenmore.

On November 5, 2009, the Secretary of Washington State recognized and approved the merger of Care Net Pregnancy and Family Services of Pierce County and Life Choices of King County acknowledging the new identity of Care Net Pregnancy and Family Services of Puget Sound (Care Net of Puget Sound).

In 2009, SMART Love and SHARE Programs joined together and was renamed Smart Programs.

Awareness of comprehensive sex education has shown an increased need to equip parents to be leaders in modeling sexual integrity in their homes. Smart Programs developed Smart Home Workshops in 2009 and in 2010 presented their first workshop.

In October 2010, the Board of Directors agreed to begin a capital campaign to open the seventh location in east King County. In January of 2011, the Board of Directors found a suitable location and began tenant improvements. The Issaquah Center held its first open house in October of 2011 with enthusiastic support from the community. The center officially opened January 3, 2012.

From 2011-2015, Smart Program staff members participated in the "Late Nite" teen drop-in program offered by the Mel Korum Family YMCA reaching out to youth in the Puyallup community.

Two new Smart Programs were launched in 2012. Smart Love Sr. designed specifically for high school students and Smart Freedom, a sex trafficking awareness program designed to help students recognize, avoid or escape sex trafficking. The original Smart Love program became Smart Love Jr. to be used in Junior High and middle schools.

In 2012, Care Net of Puget Sound received a generous offer to obtain a new location for its flagship center in Tacoma. The offer was presented by Dr. James and Dr. Daniel Schneller of Allenmore Pediatrics in Tacoma. A capital campaign began to make this transition possible.

Care Net of Puget Sound collaborated with Snoqualmie Valley Alliance Church and Care Point in providing limited medical and full parenting support in Snoqualmie Valley Alliance Church Family Center. This partnership was recognized at the Family Center's open house in October of 2015. Care Net of Puget Sound began offering services at this location in the fall of 2016.

The Tacoma Center relocated from its original location on 6th Ave to its new location on South Cedar Street. The center moved in November of 2015 and celebrated its Grand Open House on Friday, January 22, 2016.

In 2016, Smart Programs officially launched Smart Steps; a series of interactive discussion classes that examine five Smart Step topics: Healthy Life, True Value, Strong Spirit, REAL Love, Better World. (REAL Love: Respectful, Exclusive, Authentic, Lasting)

The Board of Directors vision for expansion of services and client access to services launched a Capital Campaign to purchase our first mobile medical unit. The campaign started in 2016 and thanks to the generous

support of area churches and donors, we received our first mobile unit from Save the Storks in November of 2016. The Mobile became operational in September of 2017 and serves in 3 strategic locations in King County.

In 2016, Care Net of Puget Sound developed a Men's Task Force whose job it was to create a needed program focus for men. The program will provide advocacy for men as they face a pregnancy decision and fatherhood, discussion groups, parenting support and Impact Seminars with Interest Groups to provide ongoing discipleship for men at local area churches. Men's Ministry formally launched in January of 2017.

2017 launched the Steering Committee and Capital Campaign for our 7th Center in the Eastside. Care Net of Puget Sound purchased Mobile #2 with its placement at Jubilee Reach in Bellevue. This location began operations on Tuesday, June 18, 2019.

In 2019, Smart Programs developed a new curriculum to present to Jr and High School Students called Smart Boundaries.

In 2020, Care Net of Puget Sound began a capital campaign to relocate the Puyallup Center. Facing a dramatic rent increase, the Board of Directors felt that a move was in order and into a building that we owned. The Puyallup Center moved to its new location on December 22, 2020, with its grand opening celebration on January 22, 2021.

In 2020, Smart Programs updated their curriculums to meet the needs of students in our community. Curriculum topics include Smart Minds covering mental health, depression, and suicide prevention; Smart Boundaries educating teens about healthy personal boundaries; Smart Freedom establishing awareness of Sex Trafficking; Smart Love that empowers teens to make healthy sexual choices. Smart Programs is available to public schools, alternative schools, religious groups, and community groups.

2020 also began an expansion in our parenting program to include families with children up to age 4. Because of the Covid 19 closures, we moved our parenting program to a virtual platform.

In 2020, we began a capital campaign to relocate the Puyallup Center. This campaign was completed in December of 2020 with the official grand opening in January of 2021. The Puyallup Center is now the 2nd center housed in purchased property!

In 2021, we began promoting APR (Abortion Pill Reversal). Our medical director was involved with Heartbeat International and was an area doctor that the APR Network would send women to who had taken the first pill and changed their minds. Care Net would be involved with the physician offering weekly ultrasounds to confirm viability.

2021 was also a year of growth for Healing Tide bringing on support groups for women and families needing healing from a pregnancy loss. By November 2021, Pregnancy and Infant Loss support became another program offering of Healing Tide.

2022 realized the reorganization of Men's Programs. A Men's Program Coordinator was hired with the updated program goals and services and retraining of volunteers taking affect in September 2022.

With ever changing requirements for healthy relationship presentations in Public Schools, Smart Programs purchased into a curriculum that would allow them to be an option for students. The team spent a large part of 2022 in training and researching requirements that would have them ready to present in early 2023.

In 2022, a steering committee was formed to relocate the Gig Harbor Center. Location is being sought around the Gig Harbor/Port Orchard area on the Peninsula.

All the services offered by Care Net of Puget Sound are free of charge. Confidentiality is offered to all our clients. This is possible due to the generous support of individuals and churches in our community. Care Net of Puget Sound does not receive federal or state funds. We serve people from all ethnic, racial, financial, and religious backgrounds.

Historically, Care Net of Puget Sound has been volunteer-based and remains so today. The number of Christians serving at Care Net has grown to over 200 individuals from 65+ different denominations. Care Net is a ministry where the Gospel is shared as the Holy Spirit leads, truth about life is conveyed in a loving and caring atmosphere.

PROGRAMS AND SERVICES

24/7 Helpline

Pregnancy Testing and Options Education

Medical Services

- Limited Ultrasound
- STI Screening for Females
- Medical Consultations

Early Bird Prenatal Education

Childbirth Education

Healing Tide Pregnancy Loss Support

- Abortion Recovery
- Pregnancy and Infant Loss

Parenting Support Services:

- Parenting Class and Education Program
- Baby and Maternity Support
- Purposeful Parenting

Men's Programs

- Men's Group Classes
- Impact Events

Smart Programs Student Presentations

Community Resources and Referrals

Ambassadors of the Gospel and the Sanctity of Human Life

National and Regional Pregnancy Center Outreach/Mentor Program

VISION

Imagine that, through Care Net of Puget Sound's ministry, the hearts and minds of people who live here are changed by Jesus Christ and the value of unborn human life and family is of utmost importance to them, building a society that loves the Lord, life, and family.

VALUES STATEMENT

PRIVELEDGED STEWARDSHIP

We are stewards and caretakers of this ministry with a deep sense of gratitude and privilege as we secure and invest its resources and address challenges and opportunities in a way that serves our mission and advances the Kingdom of God.

HUMBLE RELIANCE

We recognize our utter dependence on wisdom and provision from the Lord in all our decisions and actions and are committed in insuring that everything we do is consistent with the Word of God and bathed in prayerful discernment.

HEALTHY RELATIONSHIPS

In a spirit of mutual servanthood, we will honor and respect one another and those we serve by speaking and living the truth in love and dealing with conflict in a way that extends grace and forgiveness and honors Christ Himself.

STRATIGIC FOCUS

We will provide oversight and leadership to Care Net Pregnancy and Family Services of Puget Sound by insuring that coherent and comprehensive strategies and plans are in place and appropriate resources allocated to enable sustainable growth and accomplishment of our Mission.

FAITHFUL INTEGRITY

We will ensure that our words and actions are fully aligned with our Statement of Faith and the highest ethical standards, maintaining open communication amongst us, respecting the need for confidentiality in matters involving clients and personnel and operating with a deep commitment to unity and mutual accountability.

PROFESSIONAL EXCELLENCE

We will establish and maintain high standards in professionalism in all the ways we provide leadership and oversight to this ministry, taking initiative and exercising diligence both individually and corporately.

GOALS

Provide the opportunity to present the Gospel and the Biblical message of the Sanctity of Human Life to adults and youth in all service areas of Care Net Pregnancy & Family Services ministry.

Increase the number of people reached in each of the Care Net of Puget Sound service areas annually, especially in geographic areas where our current services are limited.

Expand and improve the quality and programs offered in each service area to fulfill the mission of Care Net Pregnancy & Family Services. Recruit, train, evaluate, and recognize mission-minded Christian volunteers to effectively serve in a variety of positions in the ministry.

Increase public involvement in Care Net Pregnancy & Family Services mission, programs and goals and improve the coordination of the services with the community and service agencies in a cooperative effort to provide for those in need.

Provide well-maintained up-to-date facilities, equipment and materials that respond to the needs of those served in Care Net Pregnancy & Family Services.

Increase ministry support from churches, individuals and Christian Businesses in Pierce and King County. Continue sound fiscal management practices and ensure good stewardship of funds and resources provided to meet Care Net Pregnancy & Family Services' needs.

ORGANIZATION CHARTS

Organization Chart

God – CEO



Board of Directors



Executive Director

David Mitchell



Senior Leadership Team

VP Operations

VP Church Relations

VP Programs & Volunteers

VP Medical Services

Director of Communications

Financial Operations

Executive Assistant –
Program Services

VP of Operations

Administrative Assistant, Operations

Lead Director – King Lead Director – Pierce Helpline Parenting

VP of Church Relations

Development Director

External Team

Church Relations Director- Pierce
Church Relations Director – No King/Eastside
Church Relations Director – West King Cty.

Internal Team

Development Coordinator
Admin Assistant, Development
Donor Database Specialist
Event Specialist

VP of Programs and Volunteers

Programs

Men's Program Coordinator

Healing Tide Director
Healing Tide Coordinator
Pregnancy and Infant Loss Specialist

Smart Programs Director
Administrative Assistant and Scheduler
Smart Specialist

Volunteers

Volunteer Coordinator

Medical Services

Medical Director

**VP of Medical Services
Nurse Manager**

Staff Nurses

Director of Communications

Marketing Specialist

Financial Operations

Cornerstone CPA

Administrative Office

Executive Assistant, Program Services Coordinator

Program Services Administrative Assistant

CARE NET OF PUGET SOUND ADVISORY BOARD

Byron Calhoun, M.D., FACOG, FACS
Mr. Robert Case
Mrs. Dawn Darby J.D.
Kenneth Feucht, M.D.

Mr. Tom Jacobs
Reverend Robert Rayburn
Mr. Tim Skrivan
Ms. Jeanneane Maxon

CARE NET OF PUGET SOUND LEGAL ADVISORY COUNCIL

Mr. Justin Bristol
Mrs. Dawn Darby
Mr. David Halinen
Mr. Thomas Jacobs

Mr. Stephen O'Ban
Mr. Terry Posey
Mr. Nathan Sukhia

CARE NET OF PUGET SOUND MEDICAL ADVISORY COUNCIL

Dr. John Atkinson, Family Practitioner
Dr. Jodie Bolt, Pediatric Neurologist
Dr. Steven Brack, Orthopedic Surgeon
Mr. Bruce Brandler, CEO, Shick Shadel Hospital
Mrs. Addie Bush, Physician's Assistant
Dr. John R. Chaffee, Family Practitioner
Dr. John Clapper, Pediatrician
Mr. Ed Crosbie, Medical Service Corps USA Ret
Dr. Paul Darby, Industrial Medicine
Dr. Steve Duras, General Surgeon
Dr. Kenneth Feucht, Oncology/Surgeon
Dr. Loren Finley, OB/GYN
Dr. J.D. Fitz, Internal Medicine
Dr. Richard Gray, Orthopedic Surgeon
Dr. Suzan Gross, Internal Medicine
Dr. Ryan Gross, Family Practitioner
Dr. Mark Grubb, Pediatrician
Dr. Nancy Grubb, Family Practitioner
Dr. David Hannula, Family Dentist
Dr. Chris Harmon, Family Practitioner
Dr. Kirk Harmon, Industrial Medicine
Dr. Michael R. Jackson, Family Medicine

Dr. Andrew Kwon, Family Practitioner
Dr. Mark Kozakowski, General Practice
Dr. Michael F. Lyons, GI Medicine
Dr. David McFarland, Family Medicine
Dr. Mark Murphy, Family Practitioner
Dr. Phil Perkins, Psychiatry
Dr. Sharon Quick, Bio-ethics Research
Dr. David Ricker, Pediatrician
Col. Keith L. Salzman, MD, Family
Practice & Info. Technology
Dr. C. Steve Settle, Physical Medicine &
Rehabilitation
Dr. Bradley Schmitz, Internal Medicine
Ms. Nancy Spencer, Midwife
Dr. Richard Stuart, Family Practitioner
Dr. Kevin Taggart, Family Practitioner
Dr. Steven Teeny, Orthopedic Surgeon
Dr. James Wilson, Family Practitioner
Dr. Christopher Young, Family Practitioner
Dr. Thomas Young, Naturopathic Physician

VOLUNTEER JOB DESCRIPTIONS

Board Member: Executive oversight of Care Net of Puget Sound Services.

Committee Member: Serves under the leadership of a Board Member to plan, develop, and put into action projects and events as assigned by the Board.

Administrative Support: Assists the Administration Offices with general clerical help.

Church Liaison: Liaison for Care Net of Puget Sound communicating future events and training to their church family. May host or designate a host within their church for baby bottle campaigns, or baby showers. Communication link to introduce/schedule Smart Home/Love presentations, and/or abortion recovery support groups.

Care Net Ambassador: A representative of Care Net in their circle of influence (church, business community), speaks on behalf of the Sanctity of Human Life at SOHLS events, hosts tables at banquets and other fund raising events. A “Living Brochure” for the ministry drawing others into involvement for the cause of Life.

Professional – in kind gift: Provides professional support to the ministry in a volunteer capacity (i.e.: Advisory Council, Medical Advisory Council, Legal Advisory Council, accountant, technical and computer support, plumber, electrician, etc.)

Helpline: Covers client lines (voice, chat, text) providing appointments, support, and referrals to clients in need after business hours ensuring each client call is answered “live”.

Receptionist: Handles incoming requests from appointment check in, walk in clients, client lines providing appointments, support, and referrals to clients in need during business hours. Greets clients and others who come to the Center. Provides general admin support from client file preparation to filing, general date input into client database & appointment book, works with the volunteer staff of shift to provide a warm and inviting atmosphere to clients coming to us for help.

Client Advocate: Meets one on one with clients, initiates a client’s file; performs pregnancy tests; explores options with clients by listening to client needs, providing education and encouragement; maintains relationship with clients until a pregnancy outcome is reached.

Men’s Advisor: The Men’s Advisor meets with the father of the baby or the man stepping up to provide support for the birth mother; addressing his concerns and needs during the decision-making process for the pregnancy and beyond. Provides support, education, discipleship, and assistance.

Men’s Group Facilitator: Facilitates Men’s Discussion Groups by providing a learning environment for the men attending to gain the bigger picture of where the group is and where the group needs to go. Everything in between requires navigation provided by the facilitator that will help steer the group in the general direction of a needed understanding. The group

facilitator requires flexibility, patience, and sensitivity to what the Holy Spirit is doing to pull out overlooked “gems” or shine a light on group discovery through conversation. Ensures that the process of learning is as important as what is being learned.

Nurse: Helps with pregnancy testing, medical history, charting and follow up. Trained nurses provide limited obstetrical ultrasound and assists with STD/STI Screening and Education.

Medical Provider: Doctors, Physician Assistants, Nurse Practitioners who provide medical and prenatal consultation, perform STD/STI screenings, if trained, may perform limited obstetrical ultrasound.

Parenting Mentor: Facilitates individual and group parenting classes in our Earn While You Learn Program. Provides insight and encouragement to young parents as they prepare or are active hands-on parents.

Men’s Parenting Mentor: Men’s mentors support dads and couples enrolled in the parenting program with training and resources that enables them to be the best parent they can be. Parenting mentors provide resources that help parents develop nurturing relationships, healthy start, effective education, character development.

Donation Manager: Assists the Center Staff with the overall organization and management of donations received by the Center. Organizes, stocks, and maintains the overall appearance of their Center’s baby boutique communicating overages and shortages to the Center staff as well as donation managers serving at other Centers. Responsible for assisting the Center staff with annual inventory, furnishing inspections, seasonal changes.

Donation Sorter: Assists the Center staff and the Donation Manager by sorting donations received by the Center. May also assist clients with “store visits”.

Pregnancy Loss: Facilitates Abortion Recovery and Pregnancy Loss Support Groups. Both male and female facilitators are needed.

Smart Presenter: Presents healthy relationship programs to youth through Smart Love or in parenting workshops through Smart Home.

Prayer Chain: Prayer warriors receiving “live” prayer requests via e-mail and praying for needs identified from a monthly prayer update newsletter.

Administrative Volunteers: Volunteers who serve weekly in support of administrative tasks such as data entry and special center projects. Administrative volunteers can help at their Center or at the Administrative Office. May also be event/short term project volunteers assisting with special events, banquets, baby bottle campaigns, and other projects.

GUIDELINES FOR VOLUNTEERS

The primary goal of this ministry is to bring the good news of Jesus Christ in both word and action to those He has called us to serve. Considering this goal, volunteers are encouraged to remember the following:

We are worshipping and serving Jesus Christ. We are not in the ministry strictly to serve clients who come into our centers or students and/or parents we instruct towards sexual purity, or those who come to us for abortion recovery and healing, but also to worship and serve Him. In worshipping and serving Him, He shall enable us to minister to those who He has called us to serve.

All volunteers must be continually in prayer, studying the Word and in fellowship in a local church.

God is as interested in transforming volunteers' lives through the work of the pregnancy center ministry and its supporting program areas as He is in the salvation and transformation of the women and men, He has called us to serve.

Honoring God as we serve Him is the goal of the ministry. While we record the number of clients who come to our Centers for help and the number of clients who do not have abortions, the number of students reached by our message or the number of people ministered to through abortion recovery, this must not become the Care Net ministry's definition of success.

God is teaching us through all the circumstances of daily operation and outreach, as well as serving on the boards and in committees. The "hands-on" part of the ministry is not the only area God will use for transformation. Being faithful to our schedules and the needs of the ministry beyond our given job responsibilities is a test of commitment before our Lord.

God will use your involvement with Care Net of Puget Sound to rework priorities in your life, test and strengthen you and reshape relationships.

Take the temperature of your home life often. No ministry is more important than your family. Lines of communication need to stay open continually as your involvement in the ministry develops. Be realistic with your time commitment before the Lord.

The ministry is always growing and changing. Be flexible and open to God's leading at all times.

God will teach you patience and will give you the strength to deal with the challenges of the ministry as you submit to Him in prayer, Bible study and worship.

Do not compare your progress of development with other volunteers. You have a unique set of gifts that He will strengthen and refine. He uses different pressures and experiences to transform each person.

Volunteer Bill of Rights

Care Net of Puget Sound recognizes that its volunteers have the following rights:

- To be treated as co-workers, not free help
- To engage in a suitable assignment, with consideration for personal preference, temperament, life experience and education
- To know as much about the organization as possible: its policies, its people and its purpose
- To obtain appropriate training, thoughtfully planned and effectively presented.
- To receive continuing education as a follow-up to initial training, stressing new information and developments
- To receive sound guidance and direction by a supervisor who is experienced, patient and well informed.
- To be a part of a variety of experiences
- To be heard, to have a part in planning, to feel free to make suggestions.
- To be recognized and appreciated as a valued co-worker.

Volunteer Agreement

Recognizing that Care Net of Puget Sound is an evangelical ministry, volunteers and staff openly acknowledge their personal faith in Jesus Christ as Lord and Savior. The new birth, accomplished by the Spirit of Christ within us, has manifested itself in a lifestyle that is holy and pleasing to the Lord. We have read the Care Net Doctrinal Statement and are in complete agreement with all statements in it.

All volunteers and staff believe in the sanctity of human life as taught in the Bible and, therefore, reject abortion as an acceptable option for any woman facing a crisis pregnancy. We agree that at no time participate in **any** action that results in the destruction of innocent human life.

Volunteers and Staff accept the responsibility to act as advocate on behalf of the clients under my care: to give accurate information, emotional support, and spiritual guidance. ***All information on Care Net clients will be kept in the strictest confidence. We agree to continue to keep client information confidential even after we are no longer a volunteer for Care Net.***

Care Net of Puget Sound understands the vital role volunteers play in the work of Care Net. Volunteers commit themselves to faithfully serve for a specified time on a regular basis. Additionally, in order to keep current on policies and procedures and to continue learning, **all Volunteers commit to attending at least four volunteer in-services per year and are willing to attend a “refresh” of the volunteer training seminar every 5th anniversary year of service.**

Volunteer Training

Care Net of Puget Sound recognizes that the effectiveness of its ministry depends upon the proper and thorough training of volunteers. All volunteers working in Care Net of Puget Sound are required to successfully complete the appropriate level of volunteer training before entering volunteer service for their chosen program area. All volunteers are required to go through an additional period of supervised "on-the-job" training before undertaking volunteer duties on their own.

All Care Net of Puget Sound volunteers may choose to be cross trained in all areas of ministry and program services. It is important for all volunteers, no matter what their chosen ministry area, to be aware and develop comprehensive knowledge and experience of all program and service areas of Care Net of Puget Sound. Obedience to cross training provides volunteers a stronger sense of inclusion to the larger scope of the pregnancy center ministry they serve in and the importance of promoting the Sanctity of Human Life. Cross training in all areas of client and program services does not guarantee volunteer choice in a specialized service area. Volunteers should earnestly seek the Lord's leading in their primary service area and accept the discernment of the Center or Program Director in their volunteer placement.

Volunteers may be randomly monitored within their program area as an ongoing part of volunteer training. Receptionists and Helpline's may receive spot check calls presenting as an abortion minded client for training purposes. Advocates and mentors may be randomly scheduled with a "client" who will provide a critique of service provided to the Center Director. These spot checks are designed to ensure best practices and quality of client services and to ensure that each volunteer has the training opportunities needed. No spot check calls, or "clients" will take place without center leadership knowledge and will be communicated to each volunteer.

Helpline Volunteers will be scheduled annually (as a minimum requirement) to cross train in-center with center receptionists and be familiar with all Care Net of Puget Sound's services and program areas.

Volunteers serving as Smart Presenters are required to attend their specialized training hosted by the Program Director followed by supporting "on-the-job" training prior to serving as a speaker. They are evaluated annually through a supervised presentation. Smart Presenters are encouraged to participate in a tour of the closest Center to understand the operations and services offered in client services so they can accurately represent Care Net and its services to the students they meet.

Volunteers serving in Healing Tide are required to attend their specialized training hosted by the Program Director followed by supporting 'on-the-job' training prior to serving as a Leader. Volunteers co-lead in part to insure accountability to the program goals. Healing Tide facilitators are encouraged to participate in a tour of the closest Center to understand the operations and services offered in client services.

All volunteers are welcome and encouraged to participate in training seminars and the training site to refresh their knowledge and grow in their effectiveness in ministry service.

Volunteer Continuing Education Credits

Care Net of Puget Sound recognizes that volunteers must continue to receive continuing education and training throughout their period of service for the center. Volunteer Continuing Education Workshops are held at a minimum of six times per year for Center volunteers. Directors will schedule mandatory workshop(s) during the year to ensure important changes and directives are presented in a timely manner and with volunteers ready to implement necessary changes for quality client care. Volunteers will receive a schedule of available workshops at the beginning of the year or during in-center training. Volunteers are encouraged to discuss workshop selections with their director at each annual review.

Helpline volunteers will receive their continuing education credits through their quarterly Helpline Meetings with the director.

Continuing Education Workshops are used, in part, as a time to increase the skills of client advocates, parenting mentors, helpline workers and other volunteers. Workshops cover such topics as evangelism, sexuality, prenatal care, adoption, advanced counseling skills, and other topics as the Director may determine. All center volunteers (advocates, receptionists, and parenting mentors) must participate in workshop trainings related to the abortion minded client, the negative test client and the sharing of the gospel. At least one workshop per year is dedicated to furthering volunteer proficiency in evangelism. Volunteers serving in programs outside of Center Client Services have their continuing education established by their program leaders.

Center Volunteers must commit to earning a minimum of four continuing education credits a year to remain serving client services. Mandatory workshops scheduled in addition to the yearly schedule must be attended even if the four continuing education credits have been completed. Volunteers are encouraged to attend each workshop provided.

Healing Tide volunteers will receive their continuing education credits by attending their Leadership Training programs scheduled at the Directors discretion

Smart Program volunteers will receive their continuing education annually as the curriculum is updated and at their annual Smart Workshop/Training.

Volunteers may attend volunteer training seminars at any offering to refresh their knowledge of basic information for continuing education credits.

Volunteer Evaluations

Volunteers serving at Care Net of Puget Sound are entitled to receive appropriate feedback from their supervisors so they may continue to improve their skills and address any weaknesses. Therefore, volunteers are evaluated in writing at least annually by their immediate supervisors. For client advocates, receptionists and parenting mentors, such evaluations include, if possible, firsthand observation of service provided to clients. For Smart Presenters, an evaluation will include a first-hand observation of a presentation. All volunteers are given an opportunity to meet with their respective supervisors to discuss their evaluations.

Volunteer Files

A volunteer file is maintained for each volunteer. The contents of such file will include: a personnel data sheet; the volunteer's original application; reference and other materials obtained in connection with the volunteer's training and recruitment; the signed Volunteer Agreement and any other agreements signed by the employee; any written performance evaluations; any records resulting from employee disciplinary actions; and, any other documents which the volunteer's immediate supervisor determine should be reasonably included within such file. All volunteers will have the right to inspect their volunteer file with their immediate supervisor at a mutually convenient time and generally limited to normal business hours.

Volunteer files will be kept confidential. Access to such files will only be allowed to the Executive Director, immediate supervisors, and such other persons, if any, who have a valid business reason to obtain information from such files. Outside requests for information from volunteer files will be handled in strict accordance with center's policy concerning the release of employee and volunteer information.

It is important that your volunteer file be kept up to date. It is your responsibility to provide any changes in your address or other information to maintain communication with you as needed. Therefore, please notify your supervisor of all changes in pertinent information, such as:

1. Change of address, phone number, and email.
2. Legal change of name (documentation required)
3. Change of church home.

Also, provide your director with any outside training, certificates and professional accomplishments especially as it relates to your volunteer service.

Reporting for your Shift and Staff Prayer Meetings:

Centers have anywhere from one to three shifts per day. Typically, the morning shift begins at 9:00 am; the afternoon shift begins at 1:00 pm. The evening shift varies per center but may typically begin at 5:30 or 6:00 pm. Please check with your Center Director as you begin in-center training to learn when you are to report for your shift.

The first half-hour of every shift in the Center is dedicated to corporate devotion and prayer. This is the most valuable and important part of your client service day, and you are encouraged to make this time a priority for yourself in arriving on time. Arriving on time also respects the other volunteers and staff in insuring their uninterrupted time of corporate

devotion and prayer. This time may also be used to communicate important announcements and information. Missing this time could negatively impact your ability to be fully aware of new policies, procedures and details important for your area of ministry service.

There are situations when Center volunteers are not able to come to the center on time for the Staff Prayer Meeting. Please report to the center 30 minutes prior to their first client scheduled. The first 30 minutes of your shift (whenever your director approves your start time) is dedicated for a time of worship and prayer. Your Center Director, Office Manager, and/or other volunteers of your shift will pray with you. If you walk into the Center and find that there is no one available to pray with you, please pull off to a quiet spot for prayer before starting your shift and assisting clients. Be sure to check with your director daily for any updates or information you might need to know

Monthly Prayer Focus Day: Each Center has designated one hour on a prescheduled day each month devoted to prayer for the needs of the Ministry, the Center, its volunteers, and clients. All volunteers are welcome and encouraged to participate in this prayer meeting or request a prayer list from your director to pray independently. Please remember that all prayer requests are considered confidential unless otherwise noted. Healing Tide and Smart Programs volunteers are invited to join for prayer at their closest center.

It is extremely important to be faithful to the client's appointment schedule, even more so a devoted time before the Lord. Separate from the vine, we can do nothing! Volunteers who serve in outside program areas (Smart Programs, Healing Tide) should devote at minimum 30 minutes of time for a time of devotion and prayer prior to providing services to their ministry area. Thank you for making prayer a priority in your ministry service!

POLICIES AND PROCEDURES OF CARE NET OF PUGET SOUND

Attendance

Volunteers are the key ingredient to assuring quality and available services for the clients and the community we serve. **Care Net's ability to perform its ministry depends upon the regular attendance of its staff.**

Center Volunteers: Center Directors will post a schedule in your break area showing all available shifts and areas of service as the new month begins. Please let your director know if there will be a change in your schedule for her planning. Each in-center volunteer is scheduled to meet a specific staffing need of the Center for the day and shift they typically serve. Being absent from the center without proper notice may result in a reduction of available client services and the unfortunate need to turn away clients who may be coming to us for help. Volunteers who might serve in areas other than direct client services are equally valuable and

needed. Thank you for the commitment you are choosing to make to insure consistent and quality care in all ministry areas.

Helpline: The Helpline Director will set each monthly schedule with the volunteers directly. The schedule is provided to the Centers to facilitate the transfer of the main center lines.

Healing Tide: The Healing Tide Director will arrange the schedules of the facilitators according to their availability and preference of curriculum.

Smart Programs: The Smart Programs Administrative Assistant receives requests from area schools and notifies speakers of open presentations.

Volunteers will report for shifts regularly and on time. If you will be unable to report for your shift or will be late, let your supervisor know as soon as you know you will be absent or tardy and always before your scheduled starting time. If your supervisor is unavailable, leave a message with the available staff at your Center or with the helpline volunteer, whichever is appropriate. In your message, state your reason for being late or absent and a telephone number of where you can be reached. If your absence or tardiness is due to an emergency, you must call in or have someone call in for you, as soon as possible.

Volunteers needing time off for vacations, mission trips, etc., should provide their supervisor at least two weeks' notice so that adjustments can be made to cover the absence. **A great help to the operations of the Center or your program area to try to find a replacement for the time you are gone.** Your supervisor will provide you a listing of volunteers who may be willing to switch shifts with you or cover your time off. Please let your supervisor know if you can be on a "call" list to help another volunteer needing time off.

Repeated absences and late arrivals compromise services scheduled for clients and program areas. A volunteer may expect that repeated incidents absences or tardiness without prior notice will lead to disciplinary action, including possible termination.

Corrective and Disciplinary Measures for Volunteers

Service at Care Net of Puget Sound is a service done before the Lord. All volunteers and staff serve with a posture of humble obedience to those the Lord has put in authority. The obedience is done with a servant's heart desiring to be the best we can be before our Lord, amongst one another and particularly as we serve our clients.

Volunteer's rights are respected, and we request that all conflicts be handled utilizing Matthew 18 principles. Conflict can be difficult but more often than not, it is appointed by God to increase our awareness and grow us in our spiritual maturity and reliance on Him. Conflict can also be destructive if we cave to sinful actions and behaviors brought to us through temptation. All staff (paid and volunteer) should be aware of spiritual warfare and insure prayer as the cornerstone of our service and our actions. Volunteers not able to resolve conflict with another

volunteer/volunteers or their supervisor(s) is encouraged to utilize the Grievance Procedure as provided in this handbook on page 38.

All volunteers will perform their jobs in accordance with all Care Net of Puget Sound's policies and standards. There may be times, however, when a volunteer fails to perform his/her job in a satisfactory manner or fail to comply with Care Net of Puget Sound standards. Minor performance deficiencies and minor incidents of misconduct will usually result in a discussion with a supervisor and an attempt to remedy problems. If these minor performance deficiencies and minor incidents continue, written warnings shall be given the volunteer. These will go into the volunteer file. Continued poor performance can result in termination.

Matters that may result in termination or other disciplinary action include, but are not necessarily limited to, the following: (1) Unsatisfactory job performance; (2) Repeated tardiness; (3) Excessive absence; (4) Insubordination; (5) Illegal acts; (6) Dishonesty; (7) Falsification of center records; (8) Destruction of center property; (9) Failure to adhere to the Volunteer Agreement; (10) Improper conduct toward a client or coworker; (11) Sexual Harassment; and (12) Other misconduct.

Procedures:

1. A notation will be made in a volunteer's file upon receipt of a grievance toward the volunteer, a confirmed violation of policies or procedures, or following a substandard performance review.
2. The volunteer's supervisor will meet with the volunteer in person and in private to address the issues in question.
3. A two-month probationary period may be instituted at the discretion of the supervisor. Depending on the issue in question, the volunteer may be relieved of duties directly related to client contact.
4. At the end of the probationary period, the volunteer will meet with his/her supervisor to evaluate progress.
5. Reinstatement of client contact duties may occur at the discretion of the supervisor when the volunteer has satisfactorily completed corrective and/or probationary measures.
6. A volunteer will be removed from service if his/her supervisor determines that future actions might be detrimental to the clients and the work of Care Net Pregnancy and Family Services.

Notwithstanding the above, Care Net Pregnancy & Family Services reserves the right to terminate any volunteer at any time with or without cause.

Termination

Care Net Pregnancy and Family Services is an "at will" employer. An "at will" employer may end an individual's employment/volunteer contract with or without cause. Consistent with this, a volunteer is also free to leave at any time s/he feels is appropriate.

- **Voluntary Termination:** Volunteers who are contemplating leaving their service at Care Net of Puget Sound due to work-related problems or issues are encouraged to first speak with their supervisor and/or to utilize the Center's grievance procedure. All volunteers are asked to give two weeks' notice prior to leaving to provide time in transferring or closing open client cases and to adjust the client services schedule.
- **Involuntary Termination:** If for any reason, your volunteer contract is terminated, you may file a complaint under the Grievance Resolution Procedure if you believe it is warranted, but you must do so within three working days of receiving notice of the termination.
- **Abandonment:** In the absence of extraordinary circumstances, any volunteer who fails to report for their shift or to call in after 3 consecutive absences will be deemed to have abandoned his or her job, and such situation will be treated as a voluntary termination without notice.
- **Exit Interview:** Care Net of Puget Sound will try to conduct an exit interview with all volunteers who separate from their volunteer service to ascertain the reasons for their leaving, to identify any specific job concerns or issues, and to facilitate possible workplace improvements. The exit interview will also ensure the return of all Care Net property to include but not limited to ministry keys, passwords/pass codes, phones, computers, manuals, contact information of ministry related contacts.

Harassment:

- **Anti-Harassment:** Care Net of Puget Sound expects all staff and volunteers to accomplish their work in a professional and businesslike manner. Harassment of volunteers by fellow volunteers or paid staff is a form of unlawful discriminatory behavior and is not permitted regardless of working relationship. Specifically, forbidden is harassment of sexual, racial, or ethnic nature.

Harassment includes unsolicited remarks, gestures, or physical contact, display or circulation of written materials or pictures derogatory to either gender or to racial, ethnic or religious groups.

Engaging in any act which discriminates against another volunteer or employee because of race, color, national origin, sex, creed, marital or veteran's status, age, disability or any other basis prohibited by local, state or federal laws will not be tolerated.

Sexual Harassment: Care Net of Puget Sound will not tolerate any form of sexual harassment within the work environment. Sexual harassment is illegal, unbiblical, degrading and interferes with work performance.

Sexual harassment occurs when unwelcome conduct of a sexual nature becomes a condition of an employee's continued employment, affects other employment decisions regarding the employee or creates an intimidating, hostile or offensive work environment.

Sexual harassment may include requests for sexual favors, unwanted physical touching, unwelcome sexual comments or jokes, nonverbal sexual conduct or gestures, unwelcome displays of sexual pictures or objects, and other sexually based unwelcome conduct.

Care Net of Puget Sound requires the cooperation of every volunteer and employee to assure that no sexual harassment takes place within the workplace. An aggrieved volunteer should promptly report sexual harassment to his or her immediate supervisor. However, if the immediate supervisor is an offending party, the aggrieved party shall report the matter to the Executive Director or, if not available or appropriate, to the Board Chair.

All reports of sexual harassment will be promptly investigated, and appropriate remedial actions will be taken. Any volunteer who is found to have engaged in sexually harassing conduct will be subject to immediate discharge.

Conflicts of Interest

All Care Net of Puget Sound staff and volunteers are expected to perform their duties and responsibilities for the center free from undue competing interests and influences. Staff members and volunteers will not use their positions with the center to acquire any improper personal gain or advantage. Care Net of Puget Sound shall not directly engage in any business transactions with volunteers or staff members or with any persons or entities closely related to volunteers or staff members, unless the following conditions are met:

- A decision is made, without the participation of the interested volunteer or staff member, that the transaction is in the best interest of the center.
- An objective showing can be made through competitive bids, appraisals or other similar evidence that the transaction is fair to the center; and,
- If the proposed transaction involves the payment of more than \$5,000.00, it is reviewed and approved by the center's attorney, accountant, or another appropriate outside consultant.

Volunteers and staff members will not misappropriate for their own benefit any property or opportunities that properly belong to the center. In this connection, volunteers and staff members are advised that, in the absence of some special agreement, all materials that they author or prepare while working or serving for the center will remain the exclusive property of the center.

Volunteers and staff members are prohibited from participating in decisions upon behalf of the center when their ability to make a decision in the best interest of the center may be unduly influenced by personal interests or concerns. Volunteers and staff members will not personally accept any gifts (except those of de minimus value) from vendors or other outside parties that seek favorable consideration by the center.

Care Net of Puget Sound recognizes that its employees and volunteers may seek to serve other organizations and causes in their community. Care Net of Puget Sound generally encourages such service. However, volunteers and staff members should remain cautious about serving on behalf of other organizations that may have contrary philosophies or goals than Care Net of Puget Sound.

Conflict Resolution

It is the policy of Care Net of Puget Sound to foster the resolution of disputes in accordance with biblical principles. All persons associated with the center's ministry, including board members, employees, and volunteers, are encouraged to seek prompt resolution of any disputes that may arise. This should first be attempted on a one-on-one basis in accordance with Matthew 18:15. If such initial attempt(s) are not successful, the matter should promptly be referred to an appropriate supervisor or Center representative. If applicable, the center's grievance procedure should be implemented and followed. Each person involved in any such dispute is encouraged to engage in self-examination; to relinquish any undue selfish goals; and to humbly submit to the conciliation process so that relationships may be promptly restored in forgiveness and love. Each board member, employee and volunteer will be required to enter a written agreement providing for implementation of Christian mediation proceedings, and, if necessary, arbitration proceedings for the resolution of any disputes arising in connection with such person's involvement with the center's ministry.

Grievance Procedure

If you have a complaint concerning the center or if you are dissatisfied with any action taken or decision made that affect you, you are encouraged to seek resolution of that matter through the Care Net of Puget Sound's grievance procedure. To facilitate the use of this procedure, every supervisor is counted upon to have an "open door" policy to entertain volunteer concerns or complaints. Similarly, open communication is encouraged and expected of every volunteer.

Step 1: If your complaint is based upon the belief that you have been wronged by a person who is also associated with this ministry, you shall promptly go to that person and seek resolution of your complaint in accordance with the dictates of Matthew 18:15. If such an attempt at personal reconciliation is not successful or if your complaint is not against another individual associated with the ministry, proceed to Step 2.

Step 2: Set forth in writing to your immediate supervisor the nature and basis of your complaint along with a statement of the relief or corrective action which you are requesting. Your immediate supervisor shall consider and investigate the validity of your complaint and shall respond in writing within 10 working days after receiving your complaint. If you are not satisfied with this result, you may proceed to Step 3. If your complaint is against your immediate supervisor and you have already sought resolution of that complaint in accordance with Step 1, you may skip Step 2 and proceed to Step 3. If your complaint is against the Executive Director and you have already sought resolution of that complaint in accordance with Step 1, you may skip Step 2 and Step 3, and proceed to Step 4.

Step 3: Set forth in writing to the Executive Director the nature and basis of your complaint along with a statement of the relief or corrective action that you are requesting. The Executive Director shall consider and investigate the validity of your complaint and shall respond in writing to you within 10 working days after receiving your complaint. If you are not satisfied with this result, you may proceed to Step 4.

Step 4: Set forth in writing to the Board Chair the nature and basis of your complaint along with a statement of the relief or corrective action you are requesting. The Executive Director as well as any person(s) who are the subject of such complaint shall be provided with a copy of the complaint filed. The Board shall consider, investigate and render a decision concerning the validity of your complaint and the relief to be provided, if any. Such decision shall be rendered and communicated to you no later than 60 days after your complaint is filed with the Board Chair.

This grievance procedure may be bypassed if extraordinary circumstances, such as the need to report criminal misconduct, so require. Any deadlines set forth in this grievance procedure may be extended by mutual agreement of the parties involved in the grievance matter. No person who files a good faith complaint in accordance with this grievance procedure shall be disciplined or shall suffer any other form of retaliation for having utilized this grievance procedure.

Policy on Suspected Misconduct, Dishonesty, Fraud and Whistle-Blower Protection

If any person knows of or has suspicion about misconduct, dishonesty, or fraud, the Executive Director should be contacted. If the alleged wrongdoing concerns the Executive Director, then the Board Chair or another officer should be notified. If the Executive Director, Board Chair or officer receives information about misconduct, dishonesty, or fraud, they shall inform the Board which shall determine the appropriate procedure for investigating all credible allegations. At all times, the privacy and reputation of individuals involved will be respected. There will be no punishment or other retaliation for the reporting of conduct under this policy. The anonymity of the person reporting will be protected as requested unless this would impede the investigation.

Honorarium Policy

Honorarium or other payments made as a result of a volunteer's speaking engagement or as a result of other activity undertaken in a representative capacity for Care Net of Puget Sound will be deemed to belong to Care Net of Puget Sound and will be promptly turned over to the administration office if paid directly to the volunteer or employee.

Monitoring/Search Policy

Care Net of Puget Sound may from time to time monitor, examine and capture information from ministry owned computers, cell phones and other technological equipment without cause or notice.

Personal use of Phone, Office Equipment & Internet

Care Net of Puget Sound expects all volunteers and staff members to exercise honesty, good judgment and common sense in connection with their personal use of any property and materials belonging to the center. Employees and volunteers are permitted to make limited personal use of the center's telephones, and office equipment provided that such usage does not interfere with the normal operations of the center and provided, further, that any expenses incurred are promptly reimbursed.

Personal phone calls are made or received only as reasonably necessary and limited to no more than 5 minutes. Whenever possible, personal calls are made or received during scheduled breaks.

Use of personal cell phones should also be conducted as reasonably necessary while on shift. Personal cell phones are not permitted in client service areas. Cell phones should be set to vibrate during center operating hours and used in break areas and in office areas only.

Personal use of the internet may be accessed during schedule breaks. All volunteers will be required to adhere to IT Security Policies and Protocols and limit internet use to approved sites only. Any volunteer or staff member who utilizes the office computer or internet to gain access to pornographic or inappropriate materials will be subject to disciplinary action including the possibility of immediate termination.

Employees and volunteers will request approval from the Director before making personal use of other office equipment, amenities or materials. The Director will implement appropriate procedures to assure that employees and volunteers reimburse the center for any personal expenses incurred for postage, materials or any other purposes. The Director will determine the amount of reasonable charges to be assessed for personal copies made upon the office copier by volunteers and staff members.

Personal Usage of E-mail

Certain volunteer positions require a personal e-mail account through Care Net of Puget Sound: The purpose of the center's e-mail system is to conduct center business. Incidental and personal usage of the center's e-mail system will be permitted if it does not interfere with center business. All e-mail communications will be handled in the same manner as letters, faxes, and other business communications.

All messages created, sent or received using the center's e-mail systems, including personal messages, are the property of the center. The center retains the right to access, retrieve, archive and disclose the contents of all such messages, including personal messages. Employees and volunteers may not retrieve or read any e-mail message that was not sent to them unless authorized by the designated e-mail recipient or the Executive Director or Board Chairman.

No business or personal e-mail messages will be sent within or from the center that contain any offensive, obscene or other inappropriate content. Staff or volunteers receiving e-mails from unknown sources and suspect offensive, obscene or other inappropriate content should not forward the suspected e-mail but notify the ministry's Postmaster.

Cell Phone Usage by Staff and Volunteers

In the interest of security, privacy and efficiency, Care Net of Puget Sound must set reasonable limits on all employee and volunteer use of devices that make or receive phone calls, send or receive text or spoken messages, browse the internet or allow for the reading of and responding to e-mail. This policy applies to all staff, both paid and volunteer.

Personal Calls: Personal usage of cellular telephones during volunteer shifts are considered outside the scope of volunteer responsibilities. Cell phones shall be used sparingly for personal calls/text messages in the workplace and/or while working off-site. Unless the call is an emergency or necessary communication with family, all incoming calls and text messages should be deferred and replied to during breaks or at lunch. Staff and volunteers who work in Client Services during Client Services Hours should silence their ring tone to prevent interference with the operations of the Center.

Use of Personal Cell Phones to Contact Clients: For privacy reasons and to protect the anonymity of our volunteers, Care Net of Puget Sound discourages the use of personal cell phones to contact clients. All calls to clients should be made from Care Net of Puget Sound's operated telephones that are secure and private. If a staff member or volunteer uses their cell phone to contact a client, they assume the risk of their number being identified and used or misused by the client. All outgoing client calls made on any phone (cell or land) with unsecured or unblocked line should be prefaced by dialing *67 prior to the number being dialed.

Helpline volunteers and paid staff covering the helpline during volunteer shortage are encouraged to use their home phone over their cell phone. If a staff member or volunteer uses their cell phone for their shift on the helpline, they assume all associated costs to their personal cell phone plan. Care Net of Puget Sound does not reimburse for minutes on incoming or outgoing calls made on personal cell phones.

Use of Personal Cell Phones for Contacts other than Clients: Care Net of Puget Sound does not provide cell phones for its paid staff or volunteers. Care Net of Puget Sound does not offer reimbursement for personal cell phone use for business purposes. Employees choosing to use their personal cell phones to conduct business assume the risk of their personal number being identified and used by business contacts and make and receive phone calls at their own expense.

Camera Phones: Camera phones can present risks to Care Net of Puget Sound, potentially compromising client information, trade secrets or the privacy of other staff. Therefore, camera phones should not be used to take photos while at Care Net of Puget Sound or on Care Net of Puget Sound business without prior permissions from volunteers and staff as well as the client involved.

Text Messaging: Care Net of Puget Sound allows texting via the ministry's phone service. Texting is only permitted with client permission. Client permission may be obtained verbally for appointment reminders. Ongoing communication via text may only take place with clients of record and with a signed release in the client's record. The client may terminate communications at any time. Any communication that involves a client's protected health information should be printed and kept in the client's file. Volunteers and staff are encouraged to keep texting communication brief and general covering more detailed information (such as protected health information) in a counseling session or through a phone call.

Risk of Loss: Staff assumes the risk of loss or damage to cell phones or other electronic devices carried by them during their workday. Staff and volunteers who work in Client Services should store their cell phones in a secure location away from client accessed areas. Care Net of Puget Sound assumes no liability for loss or damage to staff personal property; including cell phones carried onto Care Net of Puget Sound's property or business.

Enforcement: Anytime Care Net of Puget Sound receives a complaint or suspects that staff is violating the Cell Phone Usage Policy; Care Net of Puget Sound may require the staff member or volunteer to furnish cell phone records for the time frame in question so that Care Net of Puget Sound can verify or negate the complaint or suspected abuse. Paid staff and volunteers violating the Cell Phone Usage Policy will be subject to disciplinary actions, up to and including termination of their employment/volunteer relationship with Care Net of Puget Sound.

Political Activities of Staff Members including Blogging Policy

Care Net of Puget Sound status as a tax-exempt corporation requires that it refrain from participating in any political campaigns and other political activities. Therefore, all employees and volunteers are prohibited from engaging in any unauthorized political activities during the time they are working for the center or during the time they are otherwise serving the center in a representative capacity.

No employee or volunteer will be allowed to maintain or post any political campaign literature on center premises. No employee or volunteer will act as a representative of Care Net of Puget Sound posting any political campaign literature in public or on the internet in social networks, blogging sites or forums. No employee or volunteer, while acting in a representative capacity for the center, will be allowed to make statements for or against any political candidates including the internet in social networks, blogging sites or forums.

The Board may authorize center personnel to participate in insubstantial lobbying efforts on behalf of the center, but no such efforts will be undertaken without the express authorization of the board.

Employees and volunteers are otherwise free and encouraged, on their own time and as private citizens, to participate in political activities, (other than abortion clinic activism), blogging sites, social networking sites, to engage in partisan politics, and to advocate and vote for such candidates and propositions as they deem fit. During the time that an employee or volunteer is participating in any such outside political activities, he or she will refrain from such actions, such as wearing clothing with the center's name, which might erroneously indicate that he or she is acting in a representative capacity for the center.

Social Media Policy

Care Net of Puget Sound strives to promote employee/volunteer expression while simultaneously protecting the confidentiality, reputation and interest of its ministry. Accordingly, Care Net of Puget Sound has set forth these policies related to employees Use of Personal Blogs and Social Media Websites in order to protect the rights and interests of Care Net of Puget Sound while promoting personal employee expression.

Amendments and Modifications

The guidelines below may be modified, substituted, replaced or changed by Care Net of Puget Sound at any time for any reason.

Care Net of Puget Sound's Organizational Social Media

Social media – Facebook, Twitter, blogs and other sites – are an easy way to share viewpoints and network with people about issues and causes. Care Net of Puget Sound may at any time use social media outlets to promote its mission. Care Net of Puget Sound holds proprietary rights in all works produced for Care Net of Puget Sound by Care Net of Puget Sound's employees. Accordingly, Care Net of Puget Sound may publish, at any time, the works of current and former employees in social media sites. Care Net of Puget Sound will also publish pictures of current staff for promotion and identification purposes. If you are uncomfortable with having your picture posted on Care Net of Puget Sound's social media sites, please notify your Center's Director.

All comments, postings and other material placed on Care Net of Puget Sound's social media sites by employees becomes the exclusive property of Care Net of Puget Sound. Care Net of Puget Sound has the right to edit, amend, change or in any way modify such postings.

Care Net of Puget Sound's Guidelines for Personal Use of Social Media Sites

The lines between public and private, personal and professional are often blurred in online social media networks. You assume personal responsibility for all online social media activities. The following guidelines should be followed for your own personal blogs and social media websites, or social media websites held by others.

1. Be aware of your association with Care Net of Puget Sound. If you choose to identify yourself as someone associated with Care Net of Puget Sound, ensure your profile and related content is free from material that might damage the reputation of Care Net of Puget Sound.
2. Care Net of Puget Sound encourages you to disclose your identity and association with Care Net of Puget Sound; especially if/when you post about Care Net of Puget Sound or your work with Care Net of Puget Sound. Care Net of Puget Sound discourages working anonymously, using pseudonyms, or false screen names.
3. Should you choose to identify your association with Care Net of Puget Sound, make it clear that the views expressed is yours alone and do not reflect that of Care Net of Puget Sound. Please be particular careful in making this distinction when you make comments about or endorsements of candidates for public office. Care Net of Puget Sound recommends staff who disclose their association with Care Net of Puget Sound use the following disclaimer on all personal blogs and forms of social media; "*The postings on this site are my own and do not necessarily represent Care Net of Puget Sound's position, strategies or opinions.*" On Facebook, MySpace, or other similar social media outlets, this information could be placed on your personal information page or within the descriptive information about your employer.
4. Care Net of Puget Sound employees should feel free to post any public material issued by Care Net of Puget Sound that is not being sold by Care Net of Puget Sound. Such materials would include but are not limited to Care Net of Puget Sound Press Releases, Care Net of Puget Sound YouTube Videos, and Care Net of Puget Sound's e-blasts. Employees may not post material which Care Net of Puget Sound sells for a profit, or which is unpublished unless they have received the prior permission from the Executive Director. Do not post any internal non-public Care Net of Puget Sound statements, documents, lists, information, images, or other creations unless you have received prior permission from the Executive Director.
5. Photographs taken at official Care Net of Puget Sound events should not be displayed unless you have received prior permission from the Executive Director via the Marketing Specialist. Parodies of Care Net of Puget Sound or including members of Care Net of Puget Sound staff should not be displayed unless you have received prior permission from the Executive Director via the Marketing Specialist.
6. Care Net of Puget Sound volunteers and employees must refrain from disclosing communications, conversations or comments made by and between Care Net of Puget Sound staff relating to Care Net of Puget Sound's business, partnerships, or other activities. If you have questions regarding such disclosures, please consult the Executive Director.
7. Unless you have received prior permission from the Executive Director, do not post any *unpublished* Care Net of Puget Sound documents including but not limited to mailing lists, donor lists, and donor records, client stories, pictures and other client information, and any material deemed to be confidential by Care Net of Puget Sound.
8. Care Net of Puget Sound may, at its discretion, request and/or require you to remove any content that it finds violates Care Net of Puget Sound's intellectual property rights, confidentiality, rights to proprietary information, or is otherwise deemed to have a negative impact on Care Net of Puget Sound.

9. Ask the Executive Director if you have any questions about the appropriateness content.
10. Ensure that your social media activity does not interfere with your work commitments. Social media should not be accessed while you are officially on-duty at Care Net of Puget Sound unless you are accessing social media for business purposes.
11. At Care Net of Puget Sound's sole discretion, violation of this policy may result in employee discipline up to and including termination.

OTHER VOLUNTEER STAFF ISSUES

Recognized Holidays and other Planned Closures

Care Net of Puget Sound recognizes the following holidays:

New Year's Day, Martin Luther King, Jr. Day, Presidents Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the Friday following Thanksgiving Day, Christmas Day.

Care Net of Puget Sound is open on a reduced schedule Christmas Eve and New Year's Eve from 9am – 1pm if Christmas Eve is not the recognized day for the Holiday.

Care Net of Puget Sound closes its Centers for regular operations 2-3 business days a year for employee trainings and retreat.

Care Net of Puget Sound may close operations during the annual volunteer appreciation event.

The 24/7 Helpline continues its operation 24 hours a day, 365 days per year

Inclement Weather Conditions

Care Net of Puget Sound's Center's operate on the same closure schedule as the local school district. Should inclement or severe weather conditions exist, volunteers are encouraged to contact the helpline or their Center for instructions.

Involvement in Adoptions

Care Net of Puget Sound's ministry is to serve the needs and interests of clients. Care Net of Puget Sound avoids situations in which the interests of employees, volunteers or others for whom they act conflict with the interests of clients. Therefore, Care Net of Puget Sound strictly prohibits employees and volunteers from taking any steps on their own behalf or on the behalf of others to pursue the adoption of any client's child. This prohibition also applies to any steps that may be taken to pursue adoptions from clients of other Care Net affiliated pregnancy centers. Any such conduct will constitute grounds for immediate termination.

Care Net of Puget Sound also recognizes that the ability of persons to serve as employees or volunteers for the center may be negatively affected if they are themselves involved in pursuing an adoption. Therefore, persons who are engaged in pursuing adoption will be generally discouraged from applying for employment or volunteer service during the period that any such pursuit of adoption continues. To the extent that existing employees or volunteers become involved in an adoption process, the Director will closely monitor such situations to assure that any such employee or volunteer can continue to perform their responsibilities in an appropriate manner.

Post-Abortive Volunteers and Employees

The ministry of Care Net of Puget Sound requires employees and volunteers who maintain a servant's posture and who have the spiritual and emotional capacity to focus on the needs of clients. All of us, of course, continue to have personal needs and to face personal issues. However, some persons may be facing substantial personal issues and problems that render them unable to effectively minister to the needs of others. The Executive Director, Center Director or Program Director will assess whether there are any substantial personal issues, problems or past experiences that may prevent serving as an effective employee or volunteer.

It is a requirement of Care Net of Puget Sound that men and women with an abortion experience in their past enroll in and attend an Abortion Recovery Bible Study prior to service in Care Net of Puget Sound's center and program areas.

Activism at Abortion Clinics

Care Net of Puget Sound employees and volunteers are expected to project an image and attitude of compassion and empathy toward clients. Care Net of Puget Sound believes that the ability to do this may be jeopardized if its employees or volunteers are observed by clients or others participating in protest activities at or near abortion clinics.

Therefore, all center employees and volunteers are expected to refrain from engaging in any such abortion clinic activism whether during work hours or during off-hours. This includes picketing, sidewalk counseling, and acts of civil disobedience. **Care Net of Puget Sound denounces all forms of violence and will consider any act by someone who is on volunteer or paid staff subject to immediate termination.**

This policy does not limit staff from participating in other political activities as private citizens during their own time, including participation in peaceful pro-life marches. Care Net staff and volunteers, even on their own time, may not meet as a group representing Care Net of Puget Sound at pro-life marches for the same reasons mentioned above unless approved by the Executive Director.

Smoking Policy

Smoking is not allowed on the premises of any Care Net of Puget Sound facility or at any Care Net of Puget Sound sponsored events.

Alcohol Policy

No alcohol will be provided or served by Care Net of Puget Sound or at any Care Net of Puget Sound sponsored events.

Use of Marijuana – Medical or Recreational

Care Net of Puget Sound recognizes that there may be legitimate need for medical marijuana use by a volunteer of the center. Situations involving this will be reviewed on a case-by-case basis. Nevertheless, a volunteer may not be under the influence of any drug or alcohol that causes impairment while on shift.

The use of recreational marijuana is not permitted on or near any Care Net of Puget Sound center, event, or scheduled presentation. Volunteers found to be under the influence is subject to having their relationship with Care Net terminated.

Use of Illegal Drugs or Alcohol

Any employee or volunteer found to be in possession of, using, or distributing illegal drugs will be reported to the police, and the relationship of such employee or volunteer with the center will be terminated. Any employee or volunteer who consumes alcohol during his or her regularly assigned hours or who comes to the center under the influence of illicit drugs or alcohol may be subject to having their relationship with the center terminated. Any staff member who is convicted of a felonious drug charge will be subject to immediate termination, without regard to whether the unlawful activities occurred in connection with the performance of center responsibilities.

Release of Volunteer Information

All reference requests and other outside requests for information concerning current and former employees or volunteers will be referred for handling to the Center's Director or ministry's Executive Director. The Center or Executive Director or Human Resources Department may provide information on current and former employees or volunteers, as appropriate. Except as otherwise required by law, this information will be limited to verification of employment, position held and length of employment.

Visitors of Staff at Center

Personal visitors at the center should be limited to situations of necessity so that confidentiality and comfort of clients coming in or leaving the center is not compromised. Employees and volunteers will not be allowed to bring their children, family members or friends to the center during normal office hours.

Responding to Media Inquiries

Care Net of Puget Sound recognizes that its communications through the public media may have a significant impact upon the community's perception of the center's ministry. Therefore, Care Net of Puget Sound desires that all such communications be made only by appropriately designated representatives of the center and in a manner that will fairly and accurately convey information relating to the center's ministry and its biblical positions.

The Communications Director or other designated center spokesperson will be notified of the inquiry as soon as possible and will respond in an appropriate manner.

If reasonably possible, the Communications Director or other designated center spokesperson will confer with the Executive Director and/or Board before issuing a response.

Dress and Appearance

Care Net of Puget Sound seeks to project an image of professionalism and competence to its clients and to the public. Therefore, employees and volunteers are expected to maintain a neat appearance and to dress in appropriate attire while performing work or services for the center. While it is important not to dress in a manner that would intimidate clients, the attire of employees and volunteers should reflect competence, modesty, neatness and a professional demeanor. The Executive Director, Center Directors, and Program Directors will be responsible for assuring that all employees and volunteers comply with this policy.

Minimum Age for Staff

Care Net of Puget Sound seeks to recruit volunteers who possess the requisite maturity to perform the important responsibilities of our ministry. Also, Care Net of Puget Sound recognizes that younger clients may be subject to potential intimidation and fear of coming to the center if they perceive that their situations may become known to their peers. Therefore, ordinarily, only persons who are 18 years or older are considered for employment or volunteer service in client services. The Executive Director is authorized to make exceptions to this policy only in extraordinary circumstances and only when the concerns expressed in this policy are otherwise satisfied.

Center Cleanliness

The appearance and cleanliness of the center reflect the image of this ministry. Each employee and volunteer are responsible for doing their share to contribute in keeping the center neat, clean and sanitary.

Upon completing their regular duties, employees and volunteers are expected to leave their work areas neat and orderly and to remove and put away loose papers or other items, as appropriate. Employees and volunteers are expected to contribute in keeping the office bathroom in a clean and sanitary condition at all times. The kitchen area is provided for the convenience of employees and volunteers. Persons who use the kitchen are responsible for keeping it clean, neat and sanitary. The practices relating to cleaning the center should provide a good exercise in exhibiting our "servant" attitude.

Solicitations

The Centers of Care Net Puget Sound are to be used only for Care Net related activities and business. Volunteers come to serve, and clients come to receive help. Neither party comes with the intention to buy or sell. "Door to door" sales vendors and solicitors will be treated with respect and kindly discouraged from further business dealings with Center staff and personnel. Receptionists receiving business solicitation calls should forward all such calls to the Administration Office. Walk in sales representatives may be referred to the clinic staff. They are free to leave their literature and kindly asked to respect the nature of our service to women in crisis and not return for follow up.

No volunteer may enter into an agreement for services as a representative for Care Net of Puget Sound. Any solicitation calls "reminding" that it's time to re-order supplies should be forwarded to the Administration Office.

Several volunteers of Care Net of Puget Sound operate a small business selling products for income. Many compete for clients in the same industry. Consequently, active sales solicitations that occur at the center may negatively affect Center Operations. No solicitation, whether by invitation to a party, initiated in person or casually invited by a brochure left in the break room, should be done without first securing permission from the Center Director. The Center Director and Executive Director have the right to suspend any sales activities amongst volunteers if there is any suspect of conflict of interest or a negative impact towards any volunteer's ability to serve clients God has ordained to her care.

All Staff (paid and volunteer), Board and Donor Contact Lists are the property of Care Net of Puget Sound and are used only for Care Net related activities and business. No staff, board member, or volunteer should use these lists for their own personal or business-related purposes.

Solicitations for political candidates and initiatives are discouraged at the Centers. Volunteers may be invited to sign petitions and initiatives during a time and location outside of their Care Net service time.

Gift in Kind Donations and Center Property

All Gift in Kind donations given to Care Net of Puget Sound are given with the intent of helping women and children or supplying the operating needs of our Centers. Baby/maternity boutique items that are no longer useful for the ministry must either be discarded or given to another 501c3 organization. Baby items and furnishings not passing “inspection” must be discarded – preferably compromised so it cannot be removed from the trash bin and used. Furniture, equipment and supplies belonging to Care Net of Puget Sound may not be sold or given to staff or volunteers or anyone in the private sector. It should be discarded or given to another 501c3 organization. Otherwise, we would be in violation of our nonprofit standing with the IRS.

CENTER OPERATIONS

“Commitment of Care and Competence”

Care Net of Puget Sound upholds a high standard of client care. Care Net of Puget Sound adheres to the "Commitment of Care and Competence" (pg 8 of this manual) statement in all interactions with clients. The Commitment of Care and Competence statement is prominently displayed in the center and clients are encouraged to read it. The volunteers and staff of Care Net of Puget Sound agree to uphold all the tenets of the promise statement.

Confidentiality

Every client seen at Care Net of Puget Sound is promised confidentiality and every member of the center & volunteer staff has a duty to uphold confidentiality. The only exceptions are when required by law or morally compelling circumstances to break confidentiality. If a client situation arises that may require reporting, that action is taken through the director.

Confidential information is shared only with persons who have a legitimate need to know, for example the Director or Client Services Director. Prayer requests made for clients are to be generic in nature and contain no identifying details. Volunteers will not discuss details of client cases with each other.

If a new client knows a staff member, that client should be assured of confidentiality and the availability of other counselors.

Center & volunteer staff will not identify their Care Net affiliation, themselves or reason for the call when leaving phone messages for clients. We will not leave an office call back number on any recording device without written permission and will use Care Net’s blocked ID telephones when contacting clients.

Client files and information that reveals the identity of clients should be kept in a locked and secured area. The files may be kept unlocked during business hours but locked at all other times. In general, only the Director and the Client Services Director should have the keys. Files should not leave the center. Medical client file exceptions will be covered in Medical Policies and Procedures manual.

When anyone other than the client requests information concerning the client, that request will be refused unless the client's written permission has been obtained or a subpoena or court order is issued. Client information is not to be given over the phone to anyone unless written permission has been obtained. (This includes parents, boyfriends, medical personnel, etc.)

Reporting Requirements and Concerns

Care Net of Puget Sound is a reporting agency. Care Net recognizes that circumstances may arise in which otherwise confidential information must be reported to appropriate authorities for the protection of the client, for the protection of third persons, or to otherwise comply with legal reporting requirements. This may occur when a client is a child who is the victim of neglect or abuse (including statutory rape); the client is engaging in child neglect or abuse; the client is a minor who is a runaway; or the client is threatening to cause harm to self or others.

All employees and volunteers are trained and aware of reporting requirements that apply to these situations and will follow appropriate procedures when any such situations arise.

Volunteer staff made aware of a reportable situation is required to notify their Center Director or the designated agent in his/her absence. The Center Director or the designated agent in his/her absence is required to follow the Reporting Requirement Guideline found in the Center's Policy and Procedure Manual.

CLIENT SERVICES GUIDELINES

General Guidelines

Volunteers and staff are always to be honest and forthright with clients.

Care Net of Puget Sound offers tender, compassionate care to any woman who is not prepared for pregnancy. We avoid not only intentionally inflicting emotional distress, but also negligently inflicting emotional distress. When discussing abortion procedures and risks, the description is limited to documented facts only. Volunteers often read from approved selections rather than use their own words. If a client has not requested information about fetal development and/or abortion procedures and risks, her volunteer will obtain her verbal consent before discussing these topics with her. This compassion is extended to educational materials (see Educational Materials policy).

All representatives of the center (which include paid staff and volunteers) are to avoid making derogatory remarks about people or organizations not affiliated with Care Net of Puget Sound and/or other life affirming ministries or groups

- While serving at the Center, if a client requests information about an abortion provider, she is told that the center does not provide abortions or referrals for this service.
- Outside of Client Services in public appearances, general information about abortion providers is at times given, but only with accurate documentation.

Volunteers always ask consent before touching a client (see Touching Clients policy).

Men assisting women alone/women assisting men alone is avoided (see Same Sex Counseling policy).

Clients are always given free access to leave without verbal or physical restraint. (See Freedom of Access policy.)

Parental Involvement

In recognition that God has bestowed the ultimate responsibility for the care and support of children upon their parents, Care Net of Puget Sound encourages minor clients to communicate with their parents concerning their crisis situations and, if feasible, to involve their parents in the advocacy process. However, in the absence of otherwise reportable circumstances, Care Net of Puget Sound will not violate client confidentiality for the purpose of bringing about parental involvement, nor will Care Net of Puget Sound respond to parental demands for information without the consent of the client. The staff of Care Net of Puget Sound will observe the following guidelines in dealing with parental involvement issues:

1. Minor clients will be encouraged to communicate with their parents and to involve their parents in the center's peer-counseling process; unless it is reasonably determined that any such involvement may be significantly detrimental to the client.
2. No confidential client information, including the minor's status as a client, will be communicated to a minor client's parents unless the client has expressly consented. If a staff member is confronted with a parental request for client information, the requesting parent should be politely advised of the center's confidentiality policy. The Center Director or his/her designated agent should be promptly advised of any such parental requests.
3. Only the Center Director or their designated agent in their absence may determine to break client confidentiality if he/she deems that the applicable law or circumstances warrant this for the protection of the minor client.

Evangelism

Care Net of Puget Sound is an evangelistic ministry with a statement of faith that each employee and volunteer must sign. The center views the spiritual condition as an important part of each of us just as is the physical, emotional, and relational condition or health. Volunteers in program services are in a position to help clients work through barriers and challenges in a holistic manner, addressing how the client feels and is affected on each level, including the spiritual. Smart Program Speakers will be prepared to give an answer as they might be provided the opportunity in their ministry work. It may not be appropriate or permitted to share the Gospel or prayer while speaking at a school. But should a volunteer speaker be given an opportunity to share outside of a school setting, they should take advantage as the Holy Spirit provides. Volunteers will respect the religious views and opinions of every client; therefore, if a client states a preference not to discuss spiritual matters, that request will be honored.

For the sake of unity, volunteers will stick to the statement of faith, refraining from sharing specific doctrine that is beyond of the basics of the Gospel or doctrine that may be considered “controversial” among biblical scholars.

Touching Clients

All Care Net of Puget Sound staff members and volunteers are expected to refrain from any physical contact with clients. If a touch is perceived by the volunteer to be helpful or comforting to the client, prior verbal consent by the client must be obtained. Touching of any kind that is sexually oriented or motivated is strictly forbidden and will result in immediate dismissal of the involved staff member or volunteer, if verified.

Freedom of Access

Care Net of Puget Sound holds the policy that any client is free to leave the center at any time. This policy is communicated to each client through all appropriate means, including proper furniture placement, media disclosures, and gracious and prompt cessation of her session upon her verbal communication of a client's will to leave the center. Below are some proper procedures that must be conveyed to each volunteer:

- Volunteer is to be made known of this policy in her office training.
- Any media presentation should be preceded by permission from the client, and a written or verbal explanation of the client's ability to leave or stop the presentation if she so desires.
- Volunteers are to avoid placement of the chair or self in front of the door to the client room for an extended period during the client session.
- Volunteers are to be trained in office training or in-services how to promptly close a session that a client would like to end. Printed materials that appropriately follow the line of conversation can be offered to the client as you leave the session room. The volunteer's desire for her to come back at any time can also be expressed.

Educational Materials

Educational materials to be used in Care Net of Puget Sound Centers are to be reviewed and approved by all Care Net of Puget Sound Center Directors prior to use in the center. Only material that provides accurate medical information referenced to approved resources will be used. Employees and volunteers may submit new materials they would like to use to their Center Director. The submission will be reviewed at the next scheduled Brochure Review Meeting.

Client Advocates will always seek the clients' permission before presenting educational information. This includes verbal descriptions of abortion, adoption, fetal development, post abortion stress, or the Gospel.

Client Advocates will assess all clients' readiness to receive educational information and determine whether or not it would be best to schedule clients for a follow-up visit for that purpose. When clients appear greatly distressed and upset, client advocates will seek guidance from their supervisor regarding how to proceed.

Care Net of Puget Sound uses videos or written materials about fetal development. Clients must sign a video release prior to watching educational videos/DVDs. **Care Net of Puget Sound never uses graphic videos or depictions of abortion or aborted fetuses as part of their educational materials.**

Client Advocates may remain with clients while they are watching a video. The clients are advised that they may stop the video at any time. Other education materials to be used in the center include information on abstinence, adoption, the Gospel, job training, parenting, prenatal care, post abortion stress, and other pregnancy related concerns.

Care Net of Puget Sound assists women who feel they might be pregnant and are requesting services related to pregnancy. Care Net of Puget Sound does not advertise, nor does it provide education or referrals for natural family planning or any other methods of contraception. Clients are notified of this policy when a request for this information is requested. Married clients are referred to their pastors and their medical practitioners for information about contraception. Clients experiencing medical problems may request help and counsel from licensed medical professionals on site.

Same Gender Interactions

Care Net of Puget Sound strives to protect all clients, volunteers and employees from accusations of negative intent. To accomplish this end, volunteers and employees of the center are to provide services only to those of the same gender with at least one other staff member or volunteer in the office. If a meeting with a member of the opposite gender is imperative, the Center Director should be informed, the door to the session room is to be left open. No volunteer or employee may provide services to any client when they are alone in the center.

Adoption Information

The center strives to provide thorough, accurate and neutral information about adoption as one of the client's life-affirming options in a safe environment. Care Net of Puget Sound accomplishes this as a separate entity from any adoption agency. Volunteers provide a variety of approved referrals for agency adoptions and independent adoptions, where legal, with whom the center, its employees and/or volunteers have no financial or contractual relationship. The center does not benefit from clients considering adoption. Care Net of Puget Sound is also cautious when considering volunteer or employee applicants who are prospective adoptive parents. The center does not initiate or facilitate the connection between client and any specific prospective adoptive family.

Off-site Client Contacts

All interactions with clients by employees or volunteers will be undertaken at the center location, except as may be expressly permitted by the Executive Director. Permission for employees or volunteers to engage in interactions with clients outside the center should only be granted when such contact is deemed reasonably necessary to facilitate the center-client relationship and when on-site contact is not otherwise feasible. If off-site interaction with clients is approved, arrangements should be made whenever possible to have at least two center representatives present. All employees and volunteers who engage in such off-site client interactions will conduct themselves in an appropriate manner and in accordance with all guidelines that would otherwise be applicable to on-site interaction with clients. The general prohibition against off-site contacts with clients extends without regard to whether employees or volunteers deem themselves to be acting on their own behalf or on behalf of the center at the time of such interactions. Any employee or volunteer who willfully violates this policy will be subject to disciplinary action, including possible termination.

Volunteers invited by their clients to attend a social event, such as a baby shower, wedding, baptism, graduation, or alike are free to attend to support their client. Volunteers, in this situation, should discuss the invitation with their Center Director and to document the visit in the client record following the event. Program services are not authorized at a social event. The exception would be if the volunteer was invited to give a ministry update to the gathering. In this case, the visit is no longer social, but a Community Connection opportunity.

Volunteers invited by their clients to visit them while in the hospital are free to do so in support of their client. This visit is deemed social in nature and may not include program services (ie: parenting class) Client confidentiality must be exercised at all times. At any time, the client is free to revoke the invitation and the volunteer must be willing to submit to that. Volunteers in this situation should discuss the invitation with their Center Director and to document the visit in the client record following the event.

Clients engage in conversations about visiting their volunteer's church on Sunday should be encouraged to take that step of faith in their spiritual growth. The volunteer is not permitted to

provide transportation for the client under Care Net's policy. However, the client may transport herself and may connect with her volunteer. In this case, the relationship no longer involves Care Net but rather the church and a potential new member. Volunteers should notify their directors of this outside contact and document accordingly in the client file.

Text/Email contact with clients

Texts and e-mails are familiar and common means of communicating in our society. All volunteers and staff are bound to maintaining confidentiality to our clients. All volunteers and staff are warned that digital messages create a permanent written record maintained outside of the protections of confidentiality we can control for our clients.

Client Initiated Digital Communications: If a client initiates a digital communication the client's action will be regarded as her permission for our volunteer or staff to continue communications through this medium. Any and all digital communications that includes medical information – protected health information - will be printed onto hard copy and become a part of her permanent file.

Center Initiated Digital Communications: The client must provide permission to contact her by whatever means she has released her permissions. This can be by her phone (both home and cell), through an intermediate contact, my mail or by e-mail. The client must be told that her digital communications will not identify her as a Care Net client nor will the information contained within infer or imply her medical history, test results, or decisions. Any and all digital communications that included medical information – protected health information - will be printed onto hard copy and become a part of her permanent file.

Any volunteer or staff found violating a client's confidential medical information is subject to discipline up to and including terminating their relationship with Care Net of Puget Sound.

Transporting Clients

No center employee or volunteer will transport a client to or from the center without first obtaining the permission of the Executive Director. Such permission will only be granted in extreme circumstances when other transportation alternatives are not available to the client. The transportation of client will be undertaken in accordance with the procedures established by the Care Net Pregnancy & Family Services.

Procedures:

The transportation of a client to or from the center will be undertaken only after the following requirements are met:

1. Permission will be first obtained from the Center Director. The Center Director will forward the request to the Executive Director.

2. If the client is a minor, written permission must be obtained from a parent or guardian without exception.
3. The employee or volunteer transporting the client will verify to the Center Director that: (a) he or she possesses a valid driver's license; (b) the vehicle in question has a valid safety inspection sticker and is otherwise safe for usage; and (c) he or she possesses automobile liability coverage for the vehicle.
4. Two center representatives will accompany the client, including at least one of the same gender.
5. All parties involved must agree that in the case of an accident and/or injury, the owner of the vehicle/or driver will be held liable for any damages, injury and subsequent claims. Any additional claims or suits naming Care Net of Puget Sound may result in legal recourse towards the owner of the vehicle/or driver.

It is strongly advised against any volunteer or staff member transporting a client.

Assisting Minors Who Refuse Abortion

The goal for volunteers and staff of Care Net Pregnancy & Family Services is for parents and children to work together through the challenges presented in unplanned pregnancies whenever possible. In instances where a minor who is pregnant refuses an abortion that a parent desires, the client and her parent, when possible, will be informed of the right of the pregnant woman to refuse abortion, even if a minor. Steps will then be taken to address the barriers that the minor client and her family may face with practical solutions. No minor client may be placed in housing or harbored in any way without parental consent. In instances in which parental coercion rises to the level of abusive threats or conduct, the proper authorities must be notified.

Release of Test Results:

Volunteers are not authorized to release medical information. The exception would be for the volunteer medical staff pre-approved by the nurse manager who serves clients with ultrasound pregnancy confirmations.

Volunteers may be asked by the medical staff to assist in the administrative process of preparing and faxing medical records.

Request for medical records should be directed to the Center Director or her designated agent.

Sexual Integrity

Regarding sexual activity and relationships, the philosophy of Care Net Pregnancy & Family Services is that sexual abstinence until and sexual fidelity within marriage is the only 100% effective means of preventing unwanted sexually related outcomes. Therefore, this philosophy is implemented on all levels of center operations including client counsel, school presentations, and the expected lifestyle of all volunteers and staff.

Contraception Education and Center Operations

Care Net Pregnancy & Family Services is not a Family Planning Clinic, does not advertise or market itself as a Family Planning Clinic to our community. Therefore, the Center does not provide referrals or contraception to its clients. In Center education about contraceptives might be given by the medical professionals (M.D., P.A., R.N., or N.P.) on staff and only through the guidelines of Care Net of Puget Sound's Medical Director and through close counsel and control of Care Net of Puget Sound's Nurse Manager.

Care Net Pregnancy & Family Services does not provide referrals for contraception for single clients. Married clients are referred to their medical practitioners and/or their pastors/priests for advice on the use of contraception.

Working with Other Organizations

Care Net Pregnancy & Family Services recognizes that opportunities may arise to work together in various ways with other Christian organizations that share a similar mission as this center. Care Net Pregnancy & Family Services is prepared to pursue such opportunities so long as advance steps are taken to assure the fitness and compatibility of the other organization. Before any informal partnership or working relationship is undertaken with another organization, the Director will conduct an evaluation to confirm that the other organization is a bona fide, reputable and responsible Christian ministry that shares substantially similar goals and philosophies as Care Net Pregnancy & Family Services.

A collaboration contract will be signed by both Care Net Pregnancy & Family Services and the other organization stating the boundaries and agreements approved for the collaboration. Care Net Pregnancy & Family Services must maintain its own identity and the services rendered performed by trained and certified Care Net volunteers and staff. Every effort should be made to ensure that clients understand the services offered by each organization as separate groups. An acknowledgment form should be placed in the client file acknowledging what services Care Net Pregnancy & Family Services provides and what services are provided by other organizations.

Staff Safety Policy

Care Net Pregnancy & Family Services is committed to providing a safe work environment for its employees and volunteers. Care Net Pregnancy & Family Services will abide by all applicable OSHA regulations as well as any other applicable state or local safety regulations. All employees and volunteers are expected to follow good safety practices and to adhere to all applicable safety rules and procedures. No employee or volunteer will be requested to perform any duty or responsibility that may expose such employee or volunteer to an unreasonable risk of personal harm. Any employee or volunteer that becomes aware of any unsafe working condition will immediately report such condition to his or her supervisor.

Any employment or service-related injuries to employees or volunteers will be promptly reported to employees or volunteer's immediate supervisor. All work-related accidents and injuries require the completion of an accident/injury form in full detail with witnesses to be turned in to the Center Director and Executive Director the day the incident occurs. Care Net Pregnancy & Family Services reserves the right to escort the injured employee to the medical facility.

The willful violation of safety rules, the failure to report unsafe conditions, and the failure to report incidents involving employee or volunteer injury are considered serious offenses and may result in disciplinary action, including possible termination.

Care Net Pregnancy & Family Services strictly prohibits any form of violence in the workplace, including verbal threats, nonverbal threats and related actions. Employees and volunteers will promptly report any incidents involving violence or threats of violence that they may observe. The Director will take prompt and appropriate remedial actions. An Incident report shall be completed describing the situation including witnesses and action taken. The Report shall be submitted to the Executive Director and kept on file. Any criminal misconduct will be immediately reported to appropriate authorities. Any employee or volunteer who engages in such improper conduct may be subject to immediate dismissal.

Center Safety

Care Net Pregnancy & Family Services maintains each of its premises in a safe condition for clients and others who come upon the property. The Center Director is responsible for overseeing such reasonable steps and precautions as may be necessary to keep the center in a safe condition at all times. All employees and volunteers are to promptly report any unsafe conditions they may observe. Any unsafe conditions are promptly remedied.

Responding to Incidents & Accidents

Employees and volunteers will be prepared to respond in a proper manner to unusual incidents/accidents that may occur at the center. The first priority should be to obtain any needed assistance, including emergency medical care or first aid, for persons who appear or claim to be injured in connection with any such incidents. If any outside assistance is required, an employee or volunteer should promptly call 911 and report the situation.

The Center Director (and available medical personnel in the case of an accident) will be promptly notified of any incidents/accidents, including those in which no apparent injuries have been sustained. The Center Director will conduct an appropriate investigation into the details of the incident/accident. The Center Director will fill out an incident report and/or an accident report (depending on the situation) with input from employees and volunteers who witnessed the incident or who were present when the incident occurred. The report(s) should be completed as soon as possible after the incident, and if possible, "that same day". Names, addresses and phone numbers of any other witnesses should also be recorded. Reasonable efforts will be taken to preserve any physical evidence and to photograph any physical conditions that may have contributed to the incident. Any unsafe conditions should be promptly remedied to prevent future incidents. The Center Director will promptly notify the Executive Director of the incident and supply a copy of the incident report. The Executive Director shall notify the Center's insurance carrier of any incidents in which any actual or alleged injuries have occurred.

Communicable Disease Prevention Policy

Care Net of Puget Sound will strive to protect its employees, volunteers, clients and ministry in the event of a communicable disease outbreak. To that end, employees and volunteers are encouraged to engage in good hygiene practices while at work, especially hand washing with water and soap. Specifically, employees and volunteers should do the following:

- Wash hands frequently with soap and water for 20 seconds or use a hand sanitizer
- Cover cough and sneezes with a tissue, or cough and sneeze into his/her upper sleeves. Employees should immediately dispose of tissue into trash receptacle.
- Clean his/her desk, and telephone hand piece at least weekly with disinfectant cleaners.

Scope of Communicable Diseases

Communicable diseases include, but are not limited to, measles, influenza (including the H1N1 virus), viral hepatitis – A (infectious hepatitis), viral hepatitis – B (serum hepatitis), Severe Acute Respiratory Syndrome (SARS), smallpox, and tuberculosis. Care Net of Puget Sound may choose to broaden this definition within its best interest and in accordance with information received through the Center of Disease Control and Prevention (CDC).

Exclusion of Symptomatic Individuals from Care Net Pregnancy and Family Services

Employees and volunteers contracting a communicable disease are required to remain away from Care Net of Puget Sound Clinics, Centers and administrative offices until a medical

professional has determined that it is safe for them to return. Individuals suffering from a fever above 100 degrees are required to remain away from Care Net Pregnancy and Family Services until 24 hours after the fever (over 100 degrees) has subsided. Employees and volunteers displaying a combination of any two of the following symptoms should stay away from the Clinics, Centers and administrative offices and get medical care:

- Fever
- Chills and aches
- Cough
- Sore Throat
- Diarrhea
- Vomiting
- Headache

Leave:

All volunteers should plan for the need to take leave to care for themselves or immediate family members suffering from contagious temporary illnesses. Please contact your supervisor as soon as you are able so that efforts are made to cover your shift in your absence.

Disclosure of Communicable Disease

Care Net of Puget Sound requires employees and volunteers contracting one of the above noted communicable diseases, or any communicable diseases which is easily transmittable to co-workers, to immediately disclose such information to your supervisor. The disclosure is required solely because such diseases present a threat to the employee and other Care Net of Puget Sound employees, volunteers and clients. Employees do not need to disclose cured past infections.

Employee/Volunteer Privacy

Care Net of Puget Sound will comply with all applicable statutes and regulations that protect the privacy of persons who have a communicable disease. Knowledge of an employee's or volunteer's disclosure of a communicable disease shall be limited to their immediate supervisor and the Executive Director (or in the case of the Executive Director, the Board Chair). Every effort will be made to ensure procedurally sufficient safeguards to maintain the personal confidence about persons who have communicable diseases. Care Net of Puget Sound may disclose to staff and volunteers that they may have been exposed to a communicable disease but shall not indicate a name or any personal information about an infected employee.

Exclusion of Individuals with Communicable Disease from Workplace

Care Net of Puget Sound reserves the right to exclude individuals with a communicable disease (or exhibiting symptoms of a communicable disease) including employees, volunteers and clients, from the workplace facilities, programs and functions if Care Net of Puget Sound finds that such restriction is necessary for the welfare of the person who has the communicable disease and/or welfare of others within the workplace. Care Net of Puget Sound decisions

involving persons who have communicable diseases shall be based on current and well-informed medical judgments concerning the disease, the risk of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternative for responding to an employee with a communicable disease.

School/Day Care Closings, Quarantines or Office Closure

A communicable disease outbreak may result in school/day care closures, quarantines, or office closures. Please contact your supervisor as soon as you are able so that efforts are made to cover your shift in your absence.

Modification, Exceptions, and Violations of this Policy

Care Net of Puget Sound reserves the right to make modifications or exceptions to this policy at any time for any reason. This policy does not create a contract, promise or guarantee on the part of Care Net of Puget Sound, nor does it modify your at-will relationship with Care Net of Puget Sound. Violations of this policy may result in discipline including and up to termination.

OSHA Training

Upon start of volunteer service or employment and each year of volunteer service and employment to follow, volunteers and employees will receive required training in OSHA policies and practices. Clinic personnel will receive training specific to blood borne pathogens at or around their annual review through the Nurse Manager & Center-Client Services Director. Clinic staff will also receive annual TB screens.

Disaster Preparedness

Care Net of Puget Sound has a disaster plan in the event of fire, severe weather, natural disasters, terrorism, and chemical emergencies. Training and drills on steps and procedures to take during these events will be covered during initial volunteer training and on an annual basis.

All volunteers and staff are highly encouraged to develop a disaster plan with their families in the event of such an emergency while separated from one another. An Emergency Preparedness Kit is encouraged for all staff and volunteers.

CLOSING NOTE

We stand on the promise that the Lord provides all of our needs. This ministry that honors life truly is one that honors the Creator and Giver of Life. Our Lord has you in mind as He plans for the care of a woman facing a critical decision, a student needing to hear the truth about healthy relationships, a parent needing to know how to help his/her child live a life of sexual purity, a young parent needing support in their parenting skills as well as the countless areas of ministry opportunities available. Thank you for your obedience and your willingness to give of your precious time to minister along with us.

Your careful observance of the policies and procedures presented in this handbook and in the procedure manuals at the Center or Program area where you serve will insure that the highest standards of care will be given to the individuals we serve. By regularly reviewing these documents and submitting to training and direction, you will also greatly limit any legal liabilities for Care Net Pregnancy and Family Services. You will also build upon the excellent reputation of customer service received by the individuals we serve.

This handbook is subject to change as new challenges and directions present themselves to the leadership of Care Net Pregnancy and Family Services. You will be provided access to an electronic copy of future updates with the changes highlighted for your quick review. Thank you for taking the time to review changes and notifying your supervisor of your review of the new material.

Handbooks can never fully contain guidance for all situations and circumstances that may present itself during your time and service at Care Net Pregnancy and Family Services. Please consult your supervisor or other Care Net Staff for information, training and/or clarification of a procedure or practice.

May God bless you during your time and service at Care Net Pregnancy and Family Services.