

Volunteer Orientation Manual



V I P 2011

Volunteer Impact Program Participant

Hearing, Speech & Deafness Center

"We partner with clients and community to create communication equality."

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Welcome from our CEO

Dear Volunteer,

I am thrilled that you have chosen to volunteer with Hearing, Speech & Deafness Center. Volunteers are a vital part of achieving our goal of strengthening community by promoting effective communication and are involved in every aspect of our organization, from the classrooms to the clinics. I hope that you find the duties of your particular volunteer opportunity to be fulfilling and that your volunteer experience with us is rewarding and positive. The following information package includes details about our organization and the responsibilities of our volunteers. If you have any questions, please feel free to contact me or the Volunteer Engagement Manager at volunteers@hsrc.org or 206.388.1272. Once again, welcome and thank you!



Sincerely,

Handwritten signature of Susie Burdick in black ink.

Chief Executive Office

About Hearing, Speech & Deafness Center

At Hearing, Speech & Deafness Center (HSDC) we partner with clients and community to create communication equality.

HSDC is the leading nonprofit in Western Washington providing a full continuum of services for individuals who are Deaf, Deaf-Blind, hard of hearing, or facing speech-language and learning challenges. For nearly 75 years, HSDC has employed a holistic approach of combining clinical services, education, advocacy, technology and community programs that are dedicated to communication, language development and learning. The Center's innovative programs serve the family, workplace, and community in the client's preferred mode of communication.

Programs at HSDC

Early Learning & Language at HSDC includes the bilingual (ASL & English) [Parent-Infant Program](#) for deaf and hard of hearing children (birth to 3); the [Rosen Family Preschool](#), a bilingual preschool for deaf and hard of hearing children; the [Ned Behnke Speech Language Preschool](#), serving children with speech and communication delays; and the Paul G. Allen Family Literacy Lab which houses a [Language to Literacy Program](#) for school-aged children struggling with reading and classroom behaviors.

We believe children grow and learn to the best of their abilities when their emerging skills are reinforced in a context of acceptance and respect. Using a team approach, we provide parents, siblings, extended family and caregivers with the education and emotional support to create an environment that promotes a child's natural development of:

- Language - through American Sign Language (ASL), spoken and written English, Cued Speech;
- Auditory Skills - with hearing aids, FM systems, cochlear implants; and,
- Cognition - through age-appropriate play.

"So many people are doing early learning but you are doing it right. You are spot on

with the important work you're doing. You are doing all the right things to help these children develop successfully."

- Dr. Patricia Kuhl, Co-Director, UW Institute for Learning & Brain Sciences

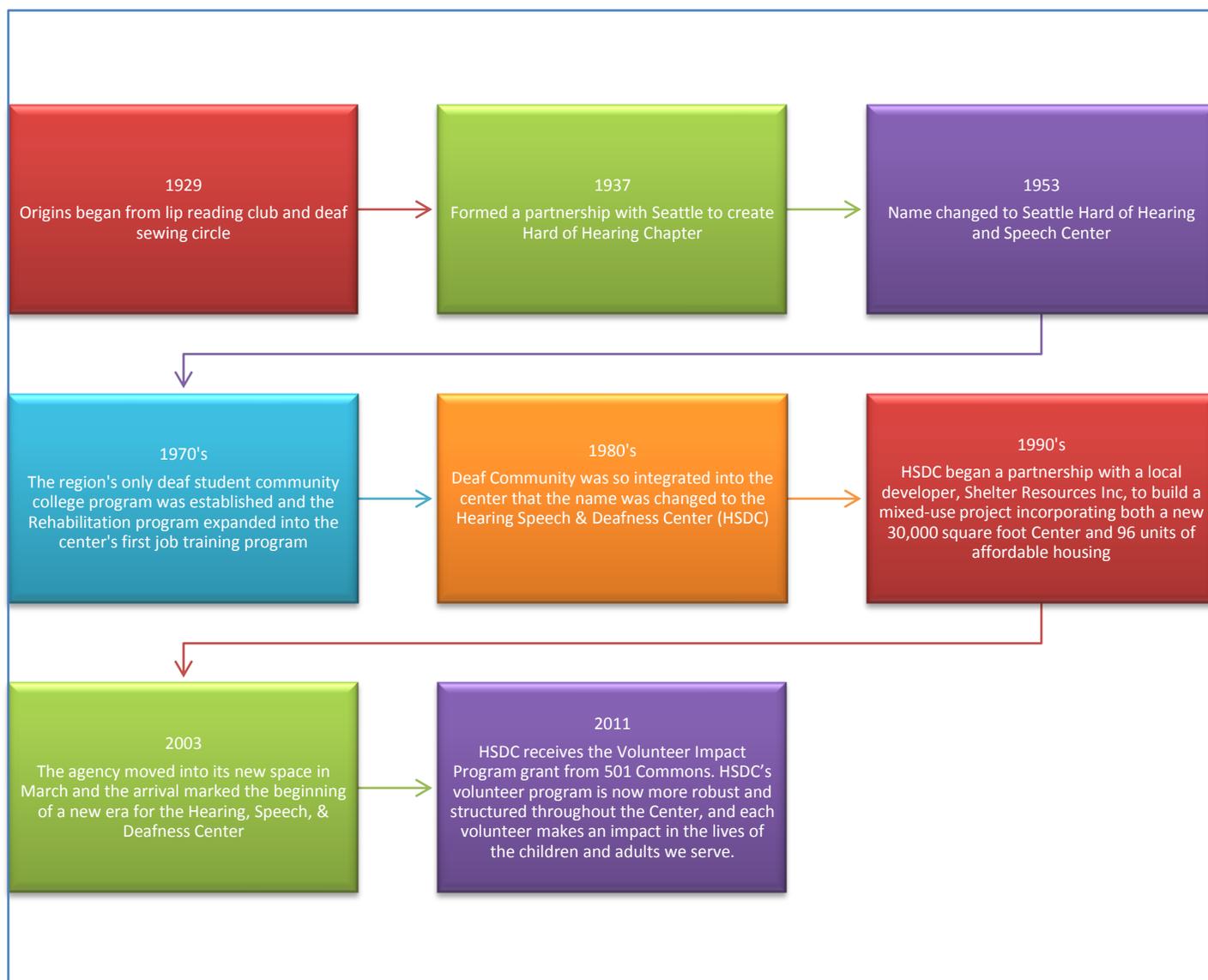
HSDC also provides speech and language services for children and adults alike with communication differences and delays, specializing in those resulting from hearing loss. We provide comprehensive evaluations as well as individual therapy and group sessions.

Audiology, Hearing Aids & Assistive Technology provide complete hearing evaluations for all ages, from newborns to seniors. Our licensed audiologists provide a wide range of hearing aid options, customized to meet clients' individual needs. The revenue generated from hearing aid sales goes back into the community, providing individual and family services for those who cannot pay. Our Seattle location features a specialized store for assistive technology like amplified phones and flashing smoke detectors.

Case Management, Outreach & Advocacy have offices in Seattle, Tacoma, and Bellingham. HSDC provides Deaf & Hard of Hearing Services to residents of thirteen counties across Western Washington who are Deaf, Deaf-Blind, or hard of hearing through contracts with state [Office of the Deaf and Hard of Hearing \(ODHH\)](#) and with support from [United Way](#).

A visit with a Client Advocate can empower a client to accomplish his or her goals and determine their accommodation needs. We offer the use of a free, public videophone during our office hours as well as information and training on obtaining a videophone for home, office or business. Learn how to make your business, agency, or school equal access. We arrange training for business staff on working with an interpreter and running meetings effectively.

Impact and History of HSDC



At Hearing, Speech & Deafness Center, we partner with our clients and community to create communication equality for deaf and hard of hearing children and adults as well as those facing speech challenges. For decades after our founding, HSDC was the only nonprofit, independent program west of the Mississippi for children and adults with hearing loss and speech delays or disorders. Over the years, we have developed vast expertise that places us as a leader in our field. HSDC's impact on the community has been significant. The Center has been selected as the point of contact by Seattle King County Public Health to forward emergency information to Deaf, Deaf-Blind and Hard of Hearing people. In 2007, HSDC was honored by the Governor's Committee on Disability Issues and Employment with the Governor's Award for Medium Non-Profit Employer of the Year, recognizing the Center for its efforts to recruit, hire, and promotes the employment of individuals with disabilities. HSDC itself reflects the clients/community that we serve. Approximately one-third of our staff members are Deaf, Deaf-Blind, or Hard of Hearing, and their positive impact on clients entering HSDC is enormous: our professional staff proves that individuals who are Deaf or face communication challenges can conduct meaningful work and be

leaders in the community.

HSDC serves thousands of Puget Sound individuals and families each year, and the impact extends much farther, not only in the lives of clients and friends, but through the statewide and national recognition of our programs. What began as a coalition between a speech reading group and preschool for deaf children has turned into a nearly 75-year legacy of nonprofit service to our region. Partnerships with United Way, regional business, government and community groups, individuals and foundations, enable HSDC to serve everyone - regardless of their ability to pay - and to act as a convening force for equal access, giving "voice" to our community. We do this through client services, as well as initiatives to create systemic change.

Hearing loss can create huge communication barriers, making it difficult to achieve success in school, access services, gain and maintain employment, and participate in activities of daily living. There are approximately 506,000 individuals with a hearing loss in Washington, including 12,600 individuals who are profoundly deaf.

A study by the National Council on the Aging (NCOA) states that older persons whose hearing loss is untreated "are more likely to experience depression, anxiety, paranoia and emotional turmoil" than those whose communication challenges are addressed. According to Gallaudet University, deaf and hard of hearing adults continue to be one of the most underemployed minorities. HSDC's services remove communication barriers and help clients become independent and self-sufficient. Our mission is to strengthen community by promoting effective communication. Our hearing and speech diagnostic, educational and treatment programs rest on over 70 years of understanding the personal and community needs of Deaf, Deaf-Blind, hard of hearing and other people with communication challenges, and the changing technologies available to them. Our vision is that all people realize their full communication potential.

Deaf culture & ASL classes at HSDC

As Gallaudet University states, culture and language intertwine, with language reflecting characteristics of culture. Learning about the culture of Deaf people is also learning about their language. Deaf people use American Sign Language (ASL) to communicate with each other and with hearing people who know the language. ASL is a visual/gestural language that has no vocal component. ASL is a complete, grammatically complex language. It differs from a communication code designed to represent English directly. ASL is not a universal language, however. There are signed languages in other countries (e.g., Italian Sign Language, Chinese Sign Language, Swedish Sign Language).

American Deaf culture centers on the use of ASL and identification and unity with other people who are Deaf. A Deaf sociolinguist, Dr. Barbara Kannapel, developed a definition of the American Deaf culture that includes a set of learned behaviors of a group of deaf people who have their own language (ASL), values, rules, and traditions. In 1913, George W. Veditz, president of the National Association of the Deaf, reflected in an old movie the sense of identity ASL gives Deaf individuals when he signed:

As long as we have deaf people on Earth, we will have signs, and as long as we have our films, we can preserve our beautiful sign language in its original purity. It is our hope that we all will love and guard our beautiful sign language as the noblest gift God has given to deaf people.

The values, behaviors, and traditions of Deaf culture include:

- Promoting an environment that supports vision as the primary sense used for communication at school, in the home, and in the community, as vision offers deaf individuals access to information about the world and the independence to drive, travel, work, and participate in every aspect of society.
- Valuing deaf children as the future of deaf people and Deaf culture. Deaf culture therefore encourages the use of ASL, in addition to any other communication modalities the child may have.
- Support for bilingual ASL/English education of deaf children so they are competent in both languages.
- Inclusion of specific rules of behavior in communication in addition to the conventional rules of turn taking. For example, consistent eye contact and visual attention during a conversation is expected. In addition, a person using sign language has the floor during a conversation until he or she provides a visual indicator (pause, facial expression, etc.) that he or she is finished.
- Perpetuation of Deaf culture through a variety of traditions, including films, folklore, literature, athletics, poetry, celebrations, clubs, organizations, theaters, and school reunions. Deaf culture also includes some of its own "music" and poetry as well as dance.
- Inclusion of unique strategies for gaining a person's attention, such as:
 - gently tapping a person on the shoulder if he or she is not within the line of sight,
 - waving if the person is within the line of sight, or
 - flicking a light switch a few times to gain the attention of a group of people in a room.

Roughly one-third of HSDC staff are Deaf, Deaf-Blind, or Hard of Hearing and because we pride ourselves on having a fully signing organization, HSDC holds weekly ASL classes for staff at both beginning and conversational levels. Volunteers are invited to join these classes in conjunction with their schedules. If you are interested in this opportunity, just let the Volunteer Engagement Manager or your volunteer supervisor know and we will be happy to coordinate that with you.

Emergency procedures

This document should not be considered a substitute for informed decisions and common sense when an emergency occurs.

Emergencies take many forms and may require a number of different actions. No one can foresee the type or extent of the emergency, and how it affects people and structures, so it is impossible to provide definitive, all encompassing, advice. The following are general instructions that are designed to guide volunteers regarding safety and emergency procedures for just a few types of actual and potential emergencies.

First aid and disaster supplies are available in several locations throughout the Center and are marked by signs on the wall. These supplies are provided to help meet the immediate needs of individuals affected by a disastrous occurrence. The Center's facilities are not necessarily a safe refuge during emergencies and disasters. Assistance and supplies are provided only to smooth the transition to officially designated assistance centers.

Earthquake

During an earthquake:

- The first priority is to stay calm.
- If you are inside the building, sit against a wall or crouch under a desk or table. Stay away from windows or glass dividers. If you are outside, stand away from buildings, trees, and telephone or electrical lines. After an earthquake, check for injuries and administer first aid if needed. Evacuate the premises using the nearest safe exit as quickly as possible, using extreme caution as building or parts of the building may collapse without warning. Emergency exits are located throughout the building on all floors and are marked with lit signs along the walls.
- Emergency food rations are part of the Center's Disaster Supplies, which are marked on walls throughout the building. Food on the premises is also available to all in an emergency (e.g., lunches and desk supplies). Check food and water supplies before using them, as those requiring refrigeration may be spoiled when power has been interrupted.
- Once you leave the building, meet at the circular drive area of the Mount Zion Church parking lot directly across 19th from our Center entrance to check in with staff.

Fire

In the event of a fire alarm:

- Evacuate the building using the nearest safe exit, which are marked by lit signs throughout the hallways. There are emergency exits throughout the first and second floors of the facility.
- Meet at the circular drive area of the Mount Zion Church parking lot directly across 19th from our Center entrance.
- Do not stop in the garage or on the street to get your car—leave the premises immediately and meet at the Mount Zion Church to check in with staff.

First Aid

In the event of a medical emergency:

- Call 9-1-1 if necessary and seek out a staff member who is trained in administering first aid if you are not trained yourself. Several staff members are certified in first aid and all staff know who to find.
- Keep calm and reassure the individual that help is on the way.

Volunteer-Staff Connections

The Volunteer Engagement Manager oversees all volunteer involvement with Hearing, Speech & Deafness Center. Please feel free to email or call with any questions or concerns that you may have during your tenure as a prospective, active, or inactive volunteer:

Volunteer Engagement Manager

Email: volunteer@hsrc.org

Voice: 206-388-1272

Videophone: 206-452-7954

The Center is composed of five major departments and programs, each of which has its own volunteer supervisor for volunteers' immediate concerns (e.g., scheduling and task assignments):

- Administration & Management: (206) 323-5770 or seattle@hsrc.org

- Audiology, Hearing Aids & Assistive Technology: (206) 323-5770 or audiology@hxdc.org
- Case Management, Outreach & Advocacy: deafservices@hxdc.org
- Early Learning & Language: (206) 388-1272 or education@hxdc.org
- Development: (206) 388-1256 or development@hxdc.org

We also have satellite offices in Tacoma and Bellingham, which each have their own volunteer supervisors:

- Bellingham: (360) 647-0910 or bellingham@hxdc.org
- Tacoma: (253) 475-0782 or tacoma@hxdc.org

Volunteer Program's Mission & Place in HSDC

Philosophy & Purpose

Hearing, Speech & Deafness Center pairs the skilled and willing hands of diverse volunteers with trained staff to provide meaningful programs serving the Deaf and Hard of Hearing community to promote communication equality. Hearing, Speech & Deafness Center's Volunteer Program encourages teamwork between staff and volunteers, allowing clients to access and receive the best communication programs and services in the communities we serve. The broad skill set you bring supports HSDC's vision that all individuals realize their full communication potential.

A recent volunteer stated: "Volunteering with adult group has been INCREDIBLY rewarding. I hope it's helpful for [the speech pathologists] and the clients! We have so much fun. I can't believe it's been just about one year since my tour with you! I'm eternally grateful for the opportunity. HSDC is, as you know, so incredibly amazing!"

Overview of positions/opportunities

Volunteers are an integral part of Hearing, Speech & Deafness Center. We depend upon our volunteers as we do our staff to ensure the highest quality of service and programs for our clients and community. Each department and office listed above has opportunities for volunteers. For a list of current volunteer positions, please visit our [Volunteer Opportunities Directory](#) online.

You need not be fluent in American Sign Language (ASL) for most opportunities, but it is required for some. Volunteering at HSDC provides limited opportunities to learn or practice ASL. If you are interested in learning, you may participate in internal, casual ASL classes for staff and volunteers.

You gain professional experience working with us, access to free ASL classes, volunteer events, and professional letters of recommendation from volunteer supervisors for exceptional work. You are important and critical to the success of HSDC and are appreciated; if there is anything we may do to make your tenure more productive and mutually beneficial please let us know.

Online Volunteer Center

Hearing, Speech & Deafness Center uses an online tool to manage all volunteer activity. Our online Volunteer Center allows you to update your volunteer availability and preferences, see upcoming volunteer opportunities, check out the latest news, and more—from any computer with internet access! Follow these easy steps to manage your account:

- 1) Visit Hearing, Speech & Deafness Center's website (www.hxdc.org), click "[Volunteer & Internship](#)" at the top, then click the button "[For Current Volunteers.](#)"

- 2) That will bring you to a login page where you can type in your email address and the password you set when you applied to the volunteer program.
- 3) You are now logged into HSDC's Volunteer Center, where you can see your schedule (if you set something up regularly), log your volunteer hours, and more.

Logging Volunteer Hours

Tracking volunteerism is important for us in reporting to funders and managing our resources and can be helpful for you at school or work. Please help us keep an accurate account of volunteer hours by recording your own hours online. Simply login to your Volgistics account (see instructions above) and click the "Post your hours" button on the left, then enter the day and times you volunteered where prompted. It's that easy!

Volunteer Policies

Volunteers' Code of Conduct

Basic conduct requirements include:

- We ask that you act in a professional manner toward clients at all times.
- Treat all client information as strictly confidential.
- Know that Center information is proprietary and owned by HSDC.
- Please avoid conflicts of interest and do not moonlight or provide private consultation services for HSDC clients during your tenure at HSDC.
- Gratuities may not be accepted by HSDC volunteers.

Cell phone usage

Incoming cellular/digital telephone calls are disruptive to an efficient work environment. When volunteers are working with or in close proximity to clients, HSDC asks that volunteers turn off cellular/digital telephone ringers and use the HSDC phone system rather than cellular/digital telephones. HSDC recognizes there are occasions when cellular/digital telephones must be used in the office, but requests that discretion be used and that such calls be limited as much as possible.

If volunteers must use or answer a cellular/digital telephone while driving a motorized vehicle while volunteering, HSDC supports a safety-first policy. HSDC requires that you stop and/or pull over before using or talking on the telephone unless working with hands free equipment. Reading, typing or sending a text message, while driving, is strictly prohibited by law. This request is supported by law enforcement agencies due to increases in accidents attributable to distraction while using a cellular/digital telephone.

Hours of operation and schedule

Most volunteer activities occur during regular business hours: Monday through Friday, 8:30am – 5:00pm at our main campus, 1625 19th Ave, Seattle, WA 98122 (corner of 19th & Madison) . Volunteers with ASL skills may be interested in volunteering for communication playgroups on Monday evening, from 6:30pm – 8:30pm. Our speech client liaisons may volunteer until 6 pm. Special event volunteers may have weekend or evening hours.

Scheduling & commitment

Regular attendance at volunteer shifts, as you and your volunteer supervisor agree upon, is required. Every volunteer is expected to report for his/her shift on time and stay for the duration of the time scheduled. We count on you as we do our paid staff. Unsatisfactory attendance, including reporting late to your volunteer assignment, quitting early, or an excessive number of absences, is not acceptable. We ask that volunteers give us at least 24 hours notice if you cannot come in for your volunteer shift. We understand that emergencies arise, but we depend upon our volunteers for certain projects and times and knowing about absences ahead of time allows substitutes when possible. In an emergency situation you must notify your volunteer supervisor, or, in their absence the Volunteer Engagement manager, before your shift to avoid the Center assuming that you have resigned from the volunteer program. When you speak to your volunteer supervisor or the Volunteer Engagement Manager, state your reason for being late or for not being able to report to your shift, and a telephone number where you can be reached.

HSDC recognizes the following holidays and is therefore closed:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The Day after Thanksgiving
- Christmas Day

Inclement Weather

The Center follows the inclement weather decisions made for the Seattle, Bellingham, and Tacoma School Districts. For example, if the Seattle School District cancels classes for the day, then the Seattle Center will close as well. The same procedure applies to the Bellingham Center and Tacoma Center, and their respective School Districts.

We will make every effort to notify you when the Center has an unscheduled closure on a day for which you are scheduled to volunteer. However, if there is inclement weather, please check appropriate news and school closure information in the event that we are unable to reach you. If District schools are open and you do not hear from your volunteer supervisor or the Volunteer Engagement Manager, you can assume your respective Center is open for business, and you should plan to volunteer as scheduled. If your respective School District decides to keep its schools open but you do not feel safe coming in because of inclement weather in your area, please contact your volunteer supervisor as soon as possible.

Background checks

All volunteers must complete a [volunteer application](#) and a DSHS Background Authorization form (which will be provided to you upon application to the Volunteer Program), which allows the Center to run a Washington State Patrol background check and an in-depth background check through the State.

Corporal punishment (WAC regulations)

When you applied to HSDC's volunteer program, you agreed to abide by WAC 170-296-1290, which stipulates that:

You will not use any form of inappropriate discipline or corporal punishment such as, but not limited to:

- (a) Spanking children with a hand or object;
- (b) Biting, jerking, kicking, hitting, or shaking the child;
- (c) Pulling the child's hair;
- (d) Pushing, shoving or throwing the child;
- (e) Inflicting pain as a punishment;
- (f) Name calling, shaming or using derogatory comments;
- (g) Threatening the child with physical harm; and
- (h) Threatening or intimidating the child.

Further, you will not use methods that interfere with a child's basic needs. These include, but are not limited to:

- (a) Depriving the child of sleep;
- (b) Not providing required food, clothing or shelter;
- (c) Restricting a child's breathing;
- (d) Interfering with a child's ability to take care of their own hygiene and toilet needs; and
- (e) Not providing required medical or emergency dental care.

[06-15-075, recodified as § 170-296-1290, filed 7/13/06, effective 7/13/06. Statutory Authority: RCW 74.08.090, 74.15.030, chapters 74.12 and 74.15 RCW. 04-18-082, § 388-296-1290, filed 8/31/04, effective 10/1/04.]

Violation of this policy is grounds for immediate dismissal from the volunteer program.

Confidentiality & external communication

All volunteers must complete a [Volunteer Application](#), which includes a client confidentiality agreement. Names, rosters, case records, client files and personnel materials are confidential. No reference to clients or to this confidential information, except in pursuit of care in Center programs, shall be made to anyone without written consent of the client, or their parent or legal guardian. This policy applies to both paid employees and volunteers.

HSDC is fully compliant with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and related regulations and follows HIPAA-approved practices with regard to the confidentiality and release of information. Please review the Center's HIPAA Notice of Privacy Practices, which you can find on your online [Volunteer Center account's homepage](#), to familiarize yourself with HIPAA requirements and approved practices.

All communication by employees shall be done with respect, appropriate restraint and professional decorum, and in compliance with agency and client confidentiality procedures. Special care should be taken in the disposition of electronic mail conversations or printed out TTY conversations. Volunteers shall not use any non-Center electronic mail account (i.e., a personal electronic mail account) to correspond with clients or otherwise conduct Center business. Please see the Volunteer Engagement Manager if you have questions regarding approved electronic mail accounts.

Guidelines for Online Posting

Hearing, Speech and Deafness Center (HSDC) recognizes that some of our volunteers may choose to express themselves by posting personal information on the Internet through personal websites, blogs, social networking sites, forums, news groups or chat rooms, by uploading content, or by making comments at other websites or blogs (i.e., **Facebook, LinkedIn and Twitter**). We value our volunteers' creativity and honor your interest in engaging in these forms of personal expression on **your** own time, should you choose to do so.

You are legally responsible for content posted to the Internet, in a blog or otherwise, and can be held personally liable for defaming others, revealing trade secrets or proprietary information, and copyright infringement, among other things.

Company policies apply to anything written in a personal blog, posted to the Internet, or uploaded to the Internet. You may not use personal postings to harass or threaten other volunteers or staff or reveal Center trade secrets or confidential information. Embarrassing or unkind comments about other Center volunteers, staff, clients, or competitors are also inappropriate.

If, in the process of making a personal post or upload on the Internet, you identify yourself as affiliated with HSDC, whether by explicit statement or by implication, you must clearly state the views expressed in the post, or at the blog or website, are yours alone, and do not reflect the views of the Center.

You may not use Center trademarks, logos, or other images, nor make false or misleading statements about the Center's philosophy, products, services, opinions, or affiliations with other companies.

Dress Code

The way staff and volunteers dress reflects the expertise and professionalism of the Center and the services we provide. The dress code for the Hearing, Speech & Deafness Center is "Business Casual". This means that volunteers should dress to look professional during normal business hours.

Examples of "Business Casual" are:

- Dresses
- Skirts
- Blazers or sports jackets
- Sweaters
- Shirts or blouses
- Slacks, khakis, nice pants, etc.

The following types of dress are not business casual:

- Blue jeans (except on Fridays)
- Sweatshirts
- T-shirts
 - Flip flops
 - Shorts
 - Visible underwear (including bras/bra straps)

- Torn clothing
- Wrinkled clothing
- Sweat pants or exercise clothes
- Clothing with statements, slogans, or inappropriate language or images

Volunteers may wear nice black or blue jeans on Fridays. Volunteers may be asked to cover up excessive or inappropriate tattoos while at the Center, as determined by the Chief Executive Officer.

Resignation/leaving the volunteer program

Upon leaving our volunteer program please inform your supervisor. Your designated volunteer supervisor will complete a feedback and evaluation form. Thank you again for choosing to volunteer with Hearing Speech & Deafness Center!