



Offering Hope, Help & Healing to those in most need.

GHCCM

Group Volunteer Application

(Revised 3/1/17)

Greater Hickory Cooperative Christian Ministry's Mission

In response to God's call, the mission of Greater Hickory Cooperative Christian Ministry is to offer Hope, Help & Healing to those in most need through Service, Advocacy & Community Support

Table of Contents

- Welcome to the Ministry/About GHCCM
- GHCCM Programs and Services
- Volunteer Opportunities
- Hours of Operation
- Calendar of Events
- Volunteer Certification/Code of Conduct/Confidentiality Agreements
- Volunteer Orientation Schedule
- *Group Volunteer Application

**The volunteer leader should complete the group volunteer application and bring it, along with this packet, to orientation.*



THANK YOU for your interest in volunteering with GHCCM! Volunteers are an invaluable part of our ministries. Volunteers contribute their skills and expertise and complement the services we provide. Please complete the following application form and return it to the Volunteer Coordinator. Thank you for choosing to be a part of the GHCCM ministry and family. Together, we can do so much more than any of us could accomplish by ourselves!

WELCOME TO THE MINISTRY!

Motivated by our faith in Jesus, Greater Hickory Cooperative Christian Ministry serves others as a demonstration of God's unconditional love for all people. Our faith is at the heart of all we do.

OUR MISSION.

In response to God's call, the mission of Greater Hickory Cooperative Christian Ministry is to provide Hope, Help & Healing to those in most need through Service, Advocacy & Community Support.

OUR VISION.

Our vision is to work with each client to identify the factors keeping them in poverty and to set a plan in place that provides them with the hope and help needed to seek and find greater independence, self-reliance and personal healing.

OUR VALUES.

Respond to God's Call - To share the good news of Jesus Christ in serving others.

Servant Leadership - To place the needs of others before our own.

Compassion - To serve with a humble and gracious heart.

Community Involvement - To reach our vision through partnerships and collaborations.

Risk Taking - To have the courage to act on our convictions, take risks, and, when necessary, be willing to change.

HELPING BY DOING WITH, NOT FOR.

With the belief that every person has the ability to achieve independence and self-sufficiency by connecting to a community network of friendship and support, GHCCM's Navigators work alongside each client to navigate community programs and services that will help them and their families become more stable.

GHCCM ELIGIBILITY.

To be eligible for most programs and services, individuals must be adults 18 and over, residents of Catawba or Alexander counties and fall within 200% of federal poverty guidelines. To be eligible for medical and pharmacy services, individuals must also be uninsured or ineligible for Medicaid or Medicare or private insurance.

GHCCM's Programs & Services

CLIENT & WRAP AROUND SERVICES.

GHCCM Navigators work one-on-one with clients to complete a life, health and wellness assessment that is utilized to create an action plan to help identify the basic and complex needs of the client and/or their family. Action plans coordinate in-house and community-based programs and services with the goal of helping people increase emotional, financial and spiritual stability. Action plans identify and address health issues, financial and legal concerns, unsafe or substandard living environments, housing needs, education, employment, food insecurity, mental health, substance abuse, physical or emotional abuse, disability, special needs of children or family members, community and social networks, faith and spiritual care and any other concerns. Crisis services and referrals for financial assistance for utilities and rent are offered to eligible clients.

NETworX Catawba.

GHCCM's NETworX Catawba views poverty as a holistic problem that includes the spiritual, physical, cognitive, emotional, social and financial wellbeing of each participant. NETworX is a faith based initiative that engages the community in helping move families out of poverty, children succeed in school and address systemic solutions to poverty. Through a holistic, relational approach, NETworX Catawba teaches program participants about overcoming poverty with an emphasis on reciprocity as individuals learn to thrive and give back to their communities. NETworX Catawba believes in transformation and the importance of faith to further define the power to change. Weekly meetings are the heart and soul of NETworX and it is during these meetings that relationships are built, problems are identified, and solutions are discovered.

NUTRITION CENTER.

GHCCM's Nutrition Center provides supplemental groceries for families and individuals, the homeless and those facing a crisis situation. Food is made available to our clients through partnerships with Second Harvest Food Bank and through the support of area churches and businesses, as well as through community food drives and donations. The Nutrition Center also provides monthly groceries for seniors who live in residential settings. Nutrition education, cooking, healthy recipes, shopping on a budget and general wellness classes are also offered.

The Thrift Store AT GHCCM.

The Thrift Store at GHCCM serves the community by offering new and gently used items at a substantial savings. The money saved by clients utilizing The Thrift Store at GHCCM can then be used for rent, food and other essentials. All donations and purchases made at The Thrift Store support the programs and services offered through the ministry. The Thrift Store at GHCCM provides assistance to people in need of clothing, coats, shoes, underwear, blankets and household goods *at no cost*, serving people who are homeless, in crisis, coming out of incarceration and/or seeking employment. The Thrift Store also assists with clothing, backpacks, coats, supplies and other school-related needs for children.

MEDICAL MINISTRIES CLINIC.

GHCCM's Medical Ministries Clinic provides healthcare services for qualified uninsured adults. These services are supported by area healthcare providers, businesses, public and private funders and volunteers. GHCCM offers a clinic each week for patients seeking primary care services. Referrals and appointments are then made for follow-up care. A Hep C Clinic offers education and medication assistance to qualified patients, along with on-site lab services internal medicine, gastroenterology, dermatology, ophthalmology and endocrinology are offered in the clinic by appointment. Referrals to other specialty care providers are provided as available. Services including counseling and mental health and substance abuse assessments are provided by GHCCM Navigators. Our Dental Clinic provides cleanings, evaluations, fillings, extractions and patient education, as well as referrals to other dentists and/or oral surgeons if additional work is needed. There is a \$5 fee for each clinic visit; however, no one is turned away because of inability to pay.

MEDICAL MINISTRIES PHARMACY.

GHCCM's Medical Ministries Pharmacy offers qualified patients with access to low and no-cost medications through patient assistance programs and partnerships with area businesses and wholesalers. The pharmacy fills medications for patients seen at GHCCM, Catawba Family Care, Catawba Valley Behavioral Health, Cognitive Connections and Catawba Valley Medical Group practices. Patients are asked to pay \$3 for prescriptions not available through free programs. Anyone who is not able to pay is referred to a Wrap Around Navigator for assistance. No one is turned away for services because of inability to pay.

General Individual Volunteer Opportunities at GHCCM

THRIFT STORE

Greeters, cashiers, assist customers, merchandising, security, straightening, cleaning, sorting, data entry/clerical, computer entry, assistance with monthly reports, voucher program assistance, specific area volunteers (shoes, stuffed animals, toys, books, sporting goods, glass ware, fabric, ladies, men and children's clothing, accessories, etc.), assistance with marketing including FB and social media, signage, etc.

THRIFT STORE WAREHOUSE (WAREHOUSE RENOVATIONS WILL BE COMPLETE IN MARCH!)

Warehouse volunteers to accept, sort, clean and price items, bag clothing for truck pick-ups, sort items for re-donation, eBay assistants including research, photography, listing and shipping of items, research items for special on-the-floor pricing, special project workers, carpenters, cleaning, etc.

CLIENT SERVICES

Interview clients for eligibility, answer phones, computer/data entry, office/clerical duties, etc.
Professional counselors, case managers, interviewers, etc. for various program areas.

NETworX CATAWBA

Allies (mentors to program participants), meal preparation (to feed 30 participants on Monday nights), tutors, childcare providers; set-up and clean-up, community volunteers, interviewers, counselors, case managers, etc.

NUTRITION CENTER/NUTRITION CENTER WAREHOUSE

Stock food pantry shelves, pack food bags, repack bulk food items, check all food items to ensure freshness, sort products and perishable items, assist clients in taking food bags to vehicles, monitor supply of items in emergency food supply, sort and pack items for Snack Packs (homeless), sort all personal care items and make available for client use, assist in volunteer recruitment, assist in setting up church and community food drives, truck/van drivers and/or helpers to pick-up food, etc.

MEDICAL MINISTRIES CLINIC

Greeters/receptionists to welcome clients, interviewers, office/clerical work, computer/data entry/intake and scan medical records in Electronic Medical Records (EMR), check-in/check-out, assist with monthly statistics, sterilize equipment, check phone messages, cleaning, organize and inventory supplies, etc.
Professional volunteers including dentists, dental assistants, physicians, nurses, NP's, nursing assistants, CNA's, pharmacists, pharmacy techs, phlebotomists, Spanish/Hmong translators, etc.
to assist in the medical ministries clinic and pharmacy.

MEDICAL MINISTRIES PHARMACY

Pharmacists, pharmacy techs, individuals to help at the window, count pills, office/clerical work, computer/data entry, answer phones.

CLEANING/MAINTENANCE

Clean and/or maintain office areas and lobbies, empty trash, wash/clean windows, showers, bathrooms, clean-up outdoors, etc.

LANDSCAPING/GARDENING

Landscape and/or maintain garden areas and prayer garden, plants, mulch, water plants, etc.

OTHER

Marketing/Advertising/Public Relations/Event Planners to assist with the Ministry's marketing and social media activities including Facebook and website updates, collateral material designs, special events, etc.

FOR GROUP VOLUNTEERS

Please contact Linda Gensheimer, Outreach & Volunteer Coordinator at (828) 323-7904 or Outreach@ccmHickory.com for information about volunteer group opportunities.

Hours of Operation

*For the safety and convenience of our clients, staff and volunteers,
the main entrance will open Monday-Thursday from 8am-5pm and on Friday from 8-11:30am.*

CLIENT SERVICES

Monday-Thursday from 8:30 a.m. until 4 p.m.

Fridays from 9 a.m. until noon.

NUTRITION SERVICES

Monday-Thursday from 9 a.m. until 4 p.m.

Fridays from 8:30 until noon.

NETworX CATAWBA

Mondays from 5 until 8 p.m.

MEDICAL MINISTRIES CLINIC

Monday-Thursday from 8 a.m. until 4 p.m.

Fridays - Specialty care by appointment.

MEDICAL MINISTRIES PHARMACY

Monday-Thursday from 9 a.m. until 5 p.m.

(closed from noon until 1:30 p.m.)

Fridays from 9 a.m. until noon.

(open for pick up and drop off only)

THE THRIFT STORE at GHCCM

Monday-Friday from 10 a.m. until 6 p.m.

Saturdays from 10 a.m. until 4 p.m.

2017 GHCCM Calendar of Events/Holidays

Friday, December 30 – New Year’s Day Holiday (closed)

Monday, January 16 – Martin Luther King, Jr. Holiday (closed)

Tuesday, February 14 – Valentine’s Day (honor/memory cards)

Friday, March 17 – St. Patrick’s Day

Tuesday, March 28 – Annual Meeting & Church Assembly

April 23-28 – National Volunteer Appreciation Week

- Volunteer Luncheon on Monday, April 24 from 11:30 a.m. until 1 p.m.
- Volunteer Breakfast on Thursday, April 27 from 8 until 9:30 a.m.

Tuesday, April 18 – Take a Bite Out of Hunger

Friday, April 14 – Good Friday Holiday (closed)

Sunday, April 16 – Easter

Sunday, May 14 – Mother’s Day (honor/memory cards)

Monday, May 29 – Memorial Day Holiday (closed)

Sunday, June 18 – Father’s Day (honor/memory cards)

Monday & Tuesday, July 3-4 – Independence Day Holiday (closed)

Thursday, July 27 – First Fruits Farm to Table Supper (ticketed fundraising event; \$100 per couple)

Monday, September 4 – Labor Day Holiday (closed)

Saturday, November 4 – Harvest of Hope Hunger Walk

Tuesday, October 31 – Halloween

Saturday, November 11 – Veteran’s Day

GHCCM will close on Wednesday Nov 22 at Noon and will be closed Thursday-Friday, Nov 23-24 for the Thanksgiving Holiday.

NOTE: Thrift Store open regular hours Nov 24-25

Friday, December 1 – Volunteer Luncheon

GHCCM will close on Thursday Dec 21 at Noon and will be closed Friday, Dec 22 and Monday-Tuesday, Dec 25-26 for the Christmas Holiday.

NOTE: Thrift Store open regular hours Dec 21-23 and Dec. 26

December 27-29 – INVENTORY

Volunteer Certification Agreement

Greater Hickory Cooperative Christian Ministry (GHCCM) is an equal opportunity employer and will consider applicants for all volunteer positions without regard to sex, age, race, color, religion, marital status, national origin, handicap, veteran status, sexual orientation or any other legally protected status.

The skill-sets of the applicant will be compared to those skill-sets needed to fulfill current job descriptions. Volunteer placement is made based on the recommendation of the volunteer staff and the program director, and the willingness of the applicant to perform the required duties at the times needed by the organization.

The American Competitiveness and Accountability Act is a law regarding the confidentiality of individual who report suspected illegal or inappropriate activities of an agency or organization (including non-policy).

Those who suspect illegal or inappropriate activities in their organizations must be able to report problems confidentially. Also, no retaliation of any kind against whistle-blowers is allowed, even if the allegations are unfounded.

If any volunteer reasonably believes that some policy, practice, or activity of GHCCM is in violation of law, or a clear mandate or public policy, a written complaint must be filed by that volunteer with the Executive Director.

GHCCM will not retaliate against a volunteer who, in good faith, has made a protest or raised a complaint against some practice of GHCCM, or of an employee of GHCCM, or of another volunteer or entity with whom GHCCM has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate or public policy.

GHCCM also will not retaliate against volunteers who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of GHCCM that the volunteer reasonably believes is in violation of a law, or a rule or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning the health, safety, welfare, or protection of the environment.

GHCCM will not tolerate sexual harassment or harassment on the basis of any protected class status in the workplace.

Volunteer Code of Conduct Agreement

Volunteers with the Ministry share with the staff in fulfilling our purpose and mission. While serving at GHCCM, volunteers are held to the same behavioral expectations as our employees. Volunteers should conduct themselves in a respectful and responsible manner at all times, adhering to the following:

- Clients and other volunteers are treated with dignity and respect at all times.
- Client information (name, age, address, needs, services given, etc.) and records are to be held in confidence and may not be discussed or released with anyone outside of GHCCM.
- Honesty is expected and practiced in all areas of GHCCM. Items may not be taken home from the Ministry's Pantry, Thrift Store, or Pharmacy unless provided under policy.
- Language is clean and respectful at the Ministry. There is to be no cursing or racial slurs. Offensive, sexually explicit or harassing language will not be tolerated and is cause for immediate dismissal.
- As personal conduct is important in serving this Ministry, volunteers should be actively engaged in the Ministry's work with appropriate breaks as needed.
- Volunteers may not "save" items in the any warehouse for themselves or others under any circumstances. Shopping in GHCCM warehouses is not permitted by anyone.
- Thrift Store volunteers who are pricing items may not price any items they intend on purchasing. Pricing must be done in this instance by the Thrift Store Managers.
- Respect and care shall be exercised when using any of the Ministry's equipment and any problems with equipment should be reported immediately to the director.
- Arguing, fighting and stealing are strictly forbidden and are grounds for immediate dismissal as a volunteer.
- Report for service at the time and in the place agreed upon in the Volunteer Agreement and inform the Ministry in advance when unable to report for service.
- Volunteers will adhere to all dress policies at GHCCM, including no torn clothing, flip-flops, offensive logos or language on clothes, etc. Volunteers should dress appropriately for their program area, as defined by their program supervisor.
- All Ministry policies governing the delivery of services to our clients shall be upheld at all times.

Volunteer Confidentiality Agreement

During the performance of my assigned duties at Greater Hickory Cooperative Christian Ministry (GHCCM), volunteers may have access to, use, or disclose health information and/or ministry information. Volunteers are expected to agree to handle such information in a confidential manner at all times during and after and commit to the following obligations:

- Volunteers will disclose information only in connection with and for the purpose of performing their assigned duties.
 - Volunteers will request, obtain, or communicate information only as necessary to perform their assigned duties and shall refrain from requesting, obtaining, or communicating more information than is necessary to accomplish assigned duties.
 - Volunteers will take reasonable care to properly secure information on their computer work station, or any other location including remote print stations, fax machines, or photocopiers, will properly dispose information, and will use appropriate procedures at the end of their computer session to prevent access of information by unauthorized persons.
1. Greater Hickory Cooperative Christian Ministry is a health care provider and as a volunteer of GHCCM, the use and disclosure of patient information is governed by the rules and regulations established under HIPAA, the Health Insurance Portability and Accountability Act of 1996, and related policies and procedures of GHCCM. Therefore, with regard to patient information, volunteers must commit to the following additional obligations:
 - To use and disclose patient information solely in accordance with GHCCM policies
 - Familiarize yourself with any periodic updates or changes to such policies in a timely manner.
 - Immediately report any unauthorized use or disclosure of information that you become aware of to the appropriate supervisor or Executive Director.
 - Refrain from discussing a patient publicly where the patient can be identified directly or indirectly.
 2. Electronic mail is not a secure system, and therefore, volunteers must exercise extreme caution in its use. Any electronic mail sent will be in compliance with GHCCM privacy policy. All computerized systems and data to which volunteers have access belongs solely to GHCCM and should not be used for private use.
 - I agree to use computer access for the sole purpose of performing my duties on a clear need-to-know basis.
 - I will not disclose my personal password(s) to anyone nor will I record or post my personal password(s) in an accessible location and will refrain from performing my tasks using another's password. If it becomes apparent that my password(s) is being used or has been discovered by others, I will immediately contact my supervisor.
 - I will not knowingly enter or attempt to enter false information into any electronic record.
 - I will use appropriate procedures at the end of my computer session to prevent unauthorized use of the computer system, and will otherwise comply with security procedures and protocols.
 - I agree that I will not electronically or otherwise access my health information or that of my family and friends without obtaining authorization.
 3. I agree that, except as directed by GHCCM or by legal process, I will not at any time during my association disclose any proprietary or confidential information about GHCCM, its patients, physician, employees, volunteers or associates to any person or entity. Unauthorized access or disclosure may result in disciplinary action, including termination of employment and civil or criminal penalties.



Cooperative Christian Ministry
HOPE. HELP. HEALING.

2017 GHCCM Volunteer Orientation Schedule

Anyone interested in volunteering at Greater Hickory Cooperative Christian Ministry must attend a Volunteer Orientation session before beginning work at the ministry. For volunteer groups, the group leader must attend an orientation prior to placement. **Volunteer Orientation** is held on the **first Tuesday** of each month (no sessions on April 15 or July 4) from **11:30 a.m. until 1 p.m.** (light lunch provided) and on the **third Saturday** of each month from **9:30-11 a.m.** (light breakfast provided). Sessions are scheduled as follows:

Tuesday, March 7
Saturday, March 18
Tuesday, April 4
Tuesday, May 2
Saturday, May 20
Tuesday, June 6
Saturday, June 17
Saturday, July 15
Tuesday, August 1
Saturday, August 19
Tuesday, September 5
Saturday, September 16
Tuesday, October 3
Saturday, October 21
Tuesday, November 7
Saturday, November 18
Tuesday, December 5
Saturday, December 16

VERY IMPORTANT!!

Contact Linda Gensheimer, Volunteer & Outreach Coordinator
to register for your Volunteer Orientation.

(828) 323-7904 or Outreach@ccmHickory.com.



Cooperative Christian Ministry

HOPE. HELP. HEALING.

Group Volunteer Application (to be completed by group leader)

(Please complete this application and bring this packet with you to Volunteer Orientation)

Group Name: _____

Group Leader Volunteer Information

Today's Date: ____/____/____

Leader Name: _____ Birth Date: ____/____/____

Address: _____ City: _____ State: _____ Zip: _____

Primary Phone: _____ Email: _____

Group Volunteer Activity Participation

Number of Volunteers expected: _____ Is this a one-time or recurring event? (circle one)

Date(s) available: _____ Time(s) available? _____

Group Dynamics

Number of adults 18 and over: _____ Number of youth(s) 17 and under: _____

Please Note: For safety and liability, volunteers 16 and under must be accompanied by an adult.

Areas of Interest: In which of the program areas would your group prefer:

- Thrift Store Warehouse, Nutrition Center Warehouse, Grounds Clean-Up, Special Events/Projects, Other

Do any member of your group have health issues or physical limitations we should know about? Yes No

If yes, please explain: _____

Emergency contact for your group:

Name: _____ Home Phone: _____

Relationship: _____ Work Phone: _____

By signing this document, I certify that I have fully read and understand GHCCM's Volunteer Code of Conduct, Confidentiality, and Certification Agreements and agree to abide by all GHCCM policies and procedures.

Group Leader Name Group Leader Signature Date

NOTE: Volunteers 15 or younger must have an adult with them at all times.

Please provide the name and email for all volunteers in your group.

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____

Volunteer Name: _____ Email: _____