



**New Hope
Solebury
Cares**

Community Member and Volunteer Handbook

Updated: February 2020

Welcome!

On behalf of New Hope Solebury Cares (NHSC), We'd like to give you a warm welcome and thank you for your interest in learning more about us and supporting our work. NHSC is a group of your friends and neighbors in New Hope, Solebury, and the surrounding areas who care deeply about the health, safety, and overall wellbeing of our youth and families. We are a community coalition, with an engaged leadership and members that span all sectors of our community.

We believe that one of our most powerful catalysts for positive community change is our ability to effectively promote and support active participation of our youth and adult residents. When communities play a role in identifying and creating the changes that they want to see, those changes are more likely to be effective and lasting. You should know that we are advocate for all members of our community, and we encourage differences in opinion and discussion around difficult and challenging questions. There are limitless possibilities for your participation with NHSC and we warmly welcome anyone who wishes to participate and in whatever capacity they desire. There is a place and a role for everyone.

This handbook will help you become more familiar with NHSC. However, it is not inclusive of everything you may want to know. This handbook will change and grow as we continue to change and grow. If you have any suggestions for how we can improve this handbook or if you have any questions, please don't hesitate to reach out to any NHSC staff or board members.

Again, thank you for taking the time to learn about NHSC and for your interest. We are grateful for your commitment and passion to join us in this exciting and meaningful work.

Sincerely,

Staff and Board Members of New Hope Solebury Cares



ABOUT NEW HOPE SOLEBURY CARES (NHSC)

NHSC is a community-based non-profit 501(c)(3) coalition in New Hope and Solebury, focusing on youth and their families. The coalition is made up of youth, parents, schools, law enforcement, media, healthcare providers, social service providers, youth-serving organizations and members of the business and faith-based communities. Coalition membership is open to any interested individual. New Hope Solebury Cares is developing the capacity to be a lasting resource in the community over the long-term to improve and sustain health and wellness for our residents. Currently, our primary focus is to prevent and reduce substance use among youth in New Hope and Solebury so that they can develop into healthy and happy adults.

Mission

Working together to support a safe, healthy, and addiction free New Hope and Solebury.

Vision

We envision a future where all individuals and families in New Hope and Solebury thrive and reach their fullest potential.

History

NHSC evolved in 2008 from informal conversations among concerned community members about the destructive influence of drugs and alcohol on the youth in New Hope-Solebury. Parents, youth, teachers, school administrators, clergy, and law enforcement were all at the table. Out of these early meetings grew a common desire to rally community assets for the common good of local youth. A decision was made to form a coalition to engage community members to work together to provide supports and structures that students need to promote healthy choices. In the following years, nonprofit 501(c)(3) status was obtained and donated funds by community members were used to bring in speakers and educational activities, with members serving in a volunteer capacity. In 2012, the first paid staff member was hired to broaden the programming, which was primarily parent and student education. In 2015, NHSC received a five-year federal grant through the Drug Free Communities Support Program to broaden our substance abuse prevention efforts. In 2017, the organization built capacity to engage and support young people by hiring a Youth Leadership Director and Youth Leadership Coordinator. Over the past year, NHSC has focused on increasing community engagement in the work and refining their identity within the community. The organization is prepared for a successful 2017-2018 focused on school, family, and community-wide programming and collaborations.

Our Position Statement on Youth Substance Use

Underaged drinking and youth marijuana use are illegal by law. The teenage brain develops until the mid-twenties and substance use and abuse can harm the development of the brain. Substance use and abuse is also connected to other risky and unhealthy behaviors for youth and can be especially harmful to youth experiencing psychological challenges such as anxiety, depression, and other brain disorders. We encourage youth to adopt behaviors that reinforce positive brain, emotional and social development, and keep them safe so that they can develop into healthy and happy adults.

Some of Our Current Activities:

- Increasing our capacity in the community.
- Re-branding to increase awareness and understanding of our work.
- Forming and building the youth coalition TODAY and providing skill-building for youth leaders.
- Refining our programming theme for 2017-2018, which will guide how we:
 - Educate and inform parents and adults in the community;
 - Reduce risk and enhance protection for community youth;
 - Engage and involve youth and adult community members in the development and implementation of activities and initiatives;
 - Identify new collaborations and partnerships;
 - Identify local area community events to promote the organization.
- Working with the police and pharmacy partners on Take Back Medication Day

Organizational Structure



Board Members:

President: Pamela Milcarek, Janney Montgomery Scott LLC

Detective Corporal Jonathan Koretzky, Solebury Township

Dori Dugan, Preventionist

Janice DiLello, New Hope Manager, Cornerstone Clubs

The Reverend Richard (Rick) Lee Vinson, Trinity Episcopal Church, Solebury

Alyssa Marton, Social Services, New Hope Solebury School District

Staff:

Executive Director/Project Director: Zachary Mahon, zmahon@nhscares.org

Project Coordinator: Sara Baumgartner, sbaumgartner@nhscares.org

Youth Leadership Coordinator: Lindsay Berg, lberg@nhscares.org

Administrative Support: Ingrid Lovrinic, ilovrinic@nhscares.org

Community Leaders:

Youth: Rebecca Wilson, New Hope-Solebury High School Student

Parent: John Warren, New Hope-Solebury Resident

Youth-Serving: Lisa Menz, Girl Scout Leader

School: Dr. Charles Lentz, Superintendent, New Hope-Solebury School District

Faith: The Reverend Richard (Rick) Lee Vinson, Trinity Episcopal Church, Solebury

Law Enforcement: Chief Dominick Bellizzie, Solebury Township Police Department

Business: Kate Finlay, Owner, MarketLontch

Media: Bridget Wingert, Owner/Editor, Bucks County Herald

Civic/Volunteer Organization: Matt Taylor, Chief, New Hope Eagle Volunteer Fire Company

Local Government: Diane Rosati, Executive Director, Bucks County Drug and Alcohol Commission, Inc.

Healthcare Professional: Dore Wong, Pharmacist, Giant Food Stores

Substance Abuse Organization: Melissa Groden, MS, SAP Manager, Council of Southeast PA

Our Overarching Goals:

Goal 1: Reduce alcohol, marijuana use and prescription drug abuse among youth in New Hope and Solebury.

Goal 2: Increase community collaboration in New Hope and Solebury to prevent and reduce substance abuse among youth.

Our Community Problem-Solving Approach:



Strategic Prevention Framework

New Hope Solebury Cares uses the Strategic Prevention Framework to build and sustain our community coalition:

The image above depicts the SPF which is promoted by the Substance Abuse and Mental Health Services Administration (SAMHSA). It consists of the following steps:

Assessment: NHSC will continuously assess our community's needs to identify the substance use problems and their contributing factors by collecting data. Data helps us identify and prioritize the substance use problems present in the community, clarify the impact of these problems on community members, identify the specific factors that contribute to these problems, and assess the readiness and resources needed to address these factors. We need to engage key community stakeholders in all aspects of the assessment process and help ensure their buy-in to the problem.

Building Capacity: The second step of the SPF involves building and mobilizing local resources, both human and structural. To do this we need to determine our current capacity and build that capacity by ensuring as much representation as possible from a broad spectrum of the community.

Planning: Strategic planning increases the effectiveness of our prevention efforts by ensuring that we select and implement the most appropriate programs and strategies for New Hope and Solebury. Local problems require local solutions. We need to assess and prioritize our risk and protective factors that represent the substance abuse problem in our community e.g. we might have a protective factor that our local families are very tightly bonded, but a risk factor that our families do

not have strong family rules. Then we need to select effective interventions to link the problem, the factors, the interventions, and the outcomes.

Implementation: We will put our prevention plans into action through project management and oversight ensuring that we adhere to our plans.

Evaluation: NHSC will collect information and data on interventions or programs to improve the effectiveness of what we do. NHSC will evaluate how well the program was delivered and how successful it was in achieving the expected outcomes. Once the program has been evaluated, prevention planners typically report evaluation results to stakeholders, which can include community members.

In applying the steps of the SPF, NHSC will also pay attention to **cultural competence**. That is we must involve, and address the needs of all members of the community. NHSC must also focus on **sustainability**. Effective programs plan for sustainability from the beginning of program design. Our ultimate goal must be to ensure that this community sustains any prevention outcomes that happen for the very long-term.

We strive to address issues comprehensively. We know that no single activity will lead to sustainable change. The below “Seven Strategies for Community Change” serve as a guide as we plan our initiatives.

1. **Provide information**—Educational presentations, workshops or seminars and data or media presentations (e.g., public service announcements, brochures, billboard campaigns, community meetings, town halls, forums, Web-based communication).
2. **Enhance skills**—Workshops, seminars or activities designed to increase the skills of participants, members and staff (e.g., training, technical assistance, distance learning, strategic planning retreats, parenting classes, model programs in schools).
3. **Provide support**—Creating opportunities to support people to participate in activities that reduce risk or enhance protection (e.g., providing alternative activities, mentoring, referrals for services, support groups, youth clubs, parenting groups, Alcoholics or Narcotics Anonymous).
4. **Enhance access/reduce barriers****—Improving systems and processes to increase the ease, ability and opportunity to utilize systems and services (e.g.,

access to treatment, childcare, transportation, housing, education, special needs, cultural and language sensitivity).

5. **Change consequences (incentives/disincentives)**—Increasing or decreasing the probability of a specific behavior that reduces risk or enhances protection by altering the consequences for performing that behavior (e.g., increasing public recognition for deserved behavior, individual and business rewards, taxes, citations, fines, revocations/loss of privileges).
6. **Change physical design**—Changing the physical design or structure of the environment to reduce risk or enhance protection (e.g., parks, landscapes, signage, lighting, outlet density).
7. **Modify/change policies**—Formal change in written procedures, by-laws, proclamations, rules or laws with written documentation and/or voting procedures (e.g., workplace initiatives, law enforcement procedures and practices, public policy actions, systems change within government, communities and organizations).

Volunteering with New Hope Solebury Cares

NHSC recognizes that its volunteers are an integral part of carrying on the work of the organization. Volunteers will assist in all aspects of the organization. NHSC defines a volunteer as anyone who without compensation or expectation of compensation (beyond reimbursement) performs a task at the direction of and on behalf of the agency. NHSC volunteers contribute time and service to assist NHSC in the accomplishment of its mission without compensation. **All volunteers shall sign a copy of the NHSC Volunteer Registration Form and the signed agreement shall be maintained in their volunteer file.**

Volunteer Benefits

As a volunteer, you are an integral part of our organization and we value all that you give. Our hope is that you will also gain a great deal through your work with us. We feel that there are many benefits available to community members who share their time, talent and skills to improve the lives of youth and families in New Hope and Solebury. For example, you will:

- Build your knowledge in substance abuse prevention and community mobilization,
- Provide important input into the planning and implementation of organization activities and initiatives,
- Participate in professional development trainings,
- Receive professional letters of reference (by request),

- Have opportunities for professional networking,
- Develop new friendships,
- Be recognized at our 2018 spring volunteer celebration event

Our staff will ensure that you will receive sufficient training with clear instructions for any work that you conduct on behalf of New Hope Solebury Cares. Furthermore, we will always be willing to work with you to reduce any barriers associated with your ability to volunteer. Finally, you should know that you will have your skills, dignity, and individual needs respected.

Current volunteer opportunities include, but are not limited to:

- Being part of a Project Team – Communications/Marketing; Fundraising; Faith/Religious, Vaping Task Force
- Managing the NHSC informational table at community or school events.
- Collecting unused medication at Take Back Medication days.
- Offering pro bono consulting services.
- Being part of strategic planning processes.
- Helping to managing our website.
- Video editing for social media purposes.
- Being an ambassador for NHSC by identifying new community partnerships.
- Distributing flyers, information to community sites.
- Writing press releases.

NHSC expects volunteers to:

- Be knowledgeable about the vision, mission, and goals of NHSC
- Not offer personal opinions or viewpoints when representing the organization.
- Represent the organization in a responsible and enthusiastic manner.
- Be prompt and reliable in reporting for assignments.
- Dress for the position assigned.
- Follow direction and accept supervision.
- Be consistent and timely in recording your hours.
- Communicate with the NHSC point of contact for your volunteer activity to resolve any problems or concerns.

Volunteer Policies

Inclusion

NHSC is committed to ensuring that its mission and operations embrace the community. NHSC provides equal opportunity for all persons to get involved with us without regard to race, color, religion, ability, sex, age, national origin or sexual orientation.

Absence & Attendance

Attendance and punctuality are important with the volunteers. Volunteers are expected to arrive 10 minutes before a scheduled shift. Volunteers should notify NHSC staff before the event if they are unable to meet their scheduled shift. Volunteers are expected to be reliable in the performance of his/her duties.

Donations (Accepting/Soliciting)

In some instances, especially fundraisers, volunteers may be assigned duties that include solicitation of donations of money, goods, or services on behalf of NHSC. Volunteers should not accept or solicit donations on behalf of the organization without prior written authorization to do so.

Attendance Records

As a volunteer, you may be asked to complete a form to document your hours spent on work for the organization. This information is important to us for a variety of reasons. First, we track it so that we can appropriately recognize our volunteers for their hard work. Also, every hour, dollar, or other resource that you provide to NHSC can be used to report to our federal funder. Our current is a matching grant which means that for every dollar they give us we must demonstrate in-kind community match. If you are asked to complete a form, please estimate to the best of your ability.

Dress Code

NHSC expects that volunteers will dress appropriately to the occasion for which they are volunteering. Please contact your NHSC point of contact if you have questions.

Soliciting

NHSC does not allow staff or volunteers to promote or solicit his/her own business enterprise, political agenda, or religious beliefs while working or volunteering with us. Solicitation for a private charity is also not permitted.

Social Media Policy

NHSC recognizes that many of its staff and volunteers use social media such as Facebook, Twitter, YouTube and Instagram. Use of social media is an issue when it:

- Interferes with a volunteer's work
- Is used to harass or discriminate against workers or volunteers
- Creates a hostile work or volunteer environment
- Divulges confidential information about our organization
- Harms the goodwill and reputation of NHSC

That said, volunteers are encouraged to use social media within the following guidelines. Violation of this policy may lead to discipline up to and including the immediate termination of volunteering. If you are uncertain about the appropriateness of a social media posting, please check with an NHSC staff member.

- Do not post any comment or picture involving an employee, volunteer or client of NHSC without their express consent.
- If you post any comment about NHSC, you must clearly and conspicuously state that you are posting in your individual capacity and that the views posted are yours alone and do not represent the views of our company.
- Unless given written consent, you may not use the NHSC logo or NHSC promotional material in your posts.

Remember that you are responsible for what you write or present on social media. You can be sued by other volunteers, employees or any individual that views your social media posts as defamatory, harassing, libelous or creating a hostile work or volunteer environment.

Volunteer Removal

Volunteers must be able to adhere to the policies within this handbook. A volunteer may be dismissed from their assignment on the following grounds, or any other grounds as specified above:

- Reporting for an assignment under the influence of alcohol or drugs
- Illegal, violent or unsafe acts
- Releasing confidential information

Open Door Policy

We are committed to transparency and open communication with members of our volunteer team. When you have concerns about policies or procedures or individual incidents, we ask that you reach out directly to the Executive Director. In most cases, we will need time to respond to concerns. However, we will be sure to communicate our findings with you directly.