

BCDC Purpose

1. The Brazoria County Dream Center (BCDC) is a non-profit community outreach center, fully funded by the community and totally dedicated in helping children and adults in Brazoria County.
2. To combine forces with other organizations who have the same vision as the BCDC.

BCDC Mission Statement

The Brazoria County Dream Center provides avenues of healing to the souls of hurting humanity in Brazoria County, Texas. We address both the physical and emotional needs of the community. We accomplish this by focusing on: rebuilding hope, renewing lives, and restoring dreams.

BCDC Vision Statement

The Brazoria County Dream Center is a non-profit community outreach center dedicated to helping children and adults in Brazoria County who are experiencing hardships.

Rebuilding Hope to those who are experiencing life difficulties by providing basic essentials such as food, clothing, and other resources to help families in these difficult times.

Renewing Lives to those who are experiencing life challenges by meeting their emotional needs through life rehabilitation, and networking with other community agencies.

Restoring Dreams to those who have lost hope by enhancing their potential to succeed, through educational classes and other resources that will improve basic life skills.

Type of Volunteers

A BCDC volunteer is a devoted and caring individual who has a passion to help others who are experiencing life struggles. Volunteers are the backbone of the BCDC and we could not accomplish or impact our community without you.

Court ordered volunteers are assigned to the BCDC to complete community hours. You maybe working alongside many different types of volunteers such board members, donors or clients. Please show respect to everyone.

Many of our volunteers have needs just as the clients at the BCDC. Please follow protocol if you need assistance:

1. Register with client intake during client service hours.
2. You can volunteer after you have shopped.

Team Work

1. Remember that every volunteer at the BCDC is on the same team and working towards the same cause.
2. Please feel free to take a break, when you are feeling overwhelmed and overworked.

3. Always remember that you represent the BCDC, your church, your business, and most importantly Jesus to many lost individuals.
4. Let a member of the BCDC staff know if you are unable to make your scheduled time to volunteer as this allows us time to reschedule so we can place another volunteer in your spot.

Volunteer Requirements

1. Volunteers must be 14 years of age or older (*unless accompanied by an adult*)
 - a. Volunteers 9 years – 13 years old may volunteer, if accompanied by a parent.
 - b. There may be exceptions only made by the Executive Director.
2. Successful completion of the BCDC Volunteer Online Application
3. Be sure to read the BCDC Compliance Agreements & Statements (online)
4. Additional compliance forms and trainings are required according to the program that you select to volunteer which will be completed upon your arrival at the Dream Center.

Code of Ethics and Guidelines

1. Volunteers will treat all people of all races, religions, and cultures with respect and consideration.
2. Volunteers shall not use or tolerate profanity while at Brazoria County Dream Center or while participating in any BCDC activities.
3. Volunteers must be free of physical and psychological conditions that might adversely affect the health of the public—including but not limited to contagious disease.
4. Volunteers will portray a positive role model by maintaining an attitude of respect, loyalty, patience, courtesy, and maturity.
5. Volunteers shall not display or demonstrate sexual activity, sexual advances, sexual connotations, abusive conduct, or insinuation of abuse toward another individual including but not limited to minors.
6. Volunteers shall not inflict physical or bodily injury to any person including but not limited to minors.
7. Volunteers shall not physically neglect a minor or an impaired adult, including failure to provide adequate supervision in relation to the activities of BCDC.
8. Volunteers shall not have or possess any obscene or pornographic materials at any function of Brazoria County Dream Center.
9. Using, possessing or being under the influence of alcohol, illegal or illicit drugs while at BCDC or any function of BCDC is prohibited. Specifically - providing alcohol, illegal or illicit drugs to a minor or impaired adult is prohibited; being under the influence of alcohol, illegal or illicit drugs in the presence of a minor or impaired adult is prohibited, smoking or using tobacco products in the presence of minors or providing tobacco or tobacco products to a minor or impaired adult is prohibited.
10. Volunteers agree to abide by the two-worker rule—you must ensure that another adult can observe the workers who are with a minor or impaired adult, other than their own child, at all times. Teen

workers may work alongside an adult, but they are never to be left alone with a minor or an impaired adult.

BCDC Policies

1. Volunteers are never to be behind closed doors with a client.
2. Children are to be escorted to the restroom by their parents only. If parents are unavailable, the volunteer will stand outside of the restroom door until the child returns.
3. Any questions or problems with other agencies, professionals, volunteer, or clients report all incidents and issues to the Executive Director or Program Director. Do not confront the agency or individual yourself
4. Do not give your address or home phone number to the clients. Explain to them that they can reach you by calling the BCDC.
5. Sign-in at the designated area each time you volunteer, as your services are very important to the BCDC record keeping.
6. Wear your Name Tag, Organization's Badge, or T-Shirt at all times while volunteering for the BCDC.
7. Respect the needs and decisions of clients, regardless of your personal opinions.
8. Dress appropriately for the program that you are volunteering. In Texas, it gets HOT; you can wear shorts but be cautious that your clothing is not revealing. Volunteer activities will include bending and lifting of items.
9. Closed toe shoes are required in the warehouse and pantry areas.
- 10. Please do not give out monetary assistance or rides to clients!**

Volunteer Confidentiality Statement

Participating as a volunteer for the Brazoria County Dream Center (BCDC) I understand:

1. The information provided by BCDC is confidential by law;
2. The information provided by BCDC may not be used for any purpose other than the purpose for which I am volunteering.
3. Any information, including student and client identities and case details, obtained while I am volunteering with BCDC must not be discussed or disclosed to any person, other than current BCDC employees and volunteers, and then only on a strict need-to-know basis within the scope of the volunteer placement.
4. I will not discuss any of the BCDC Programs to the media without prior consent of the Executive Director, Terri Willis.
5. I will not use my position as BCDC volunteer to gain access to information to promote self-agendas or programs other than the programs offered at the Brazoria County Dream Center.

Volunteer Statement

1. I understand if I bring minor children to volunteer at the BCDC, I, as their parent am responsible for them and do not hold the BCDC responsible for any incidents occurring while or resulting from volunteering at the BCDC.
2. I understand, as the parent of minor children, that the BCDC has no coverage for automobiles in case of an accident or damage, no liability coverage for any personal possessions in case of an incident while volunteering, and no worker's compensation for volunteers if injuries occurring while or resulting from volunteering at the BCDC.
3. As the parent of teenagers, I confirm that my minor child has no prior convictions of child molestation, harm to a child, child pornography, aggravated assault, drug charges, or other criminal activity.

Pantry Bill of Rights

1. The pantry has the right to verbally request information on the BCDC intake form (via computer using a web-based intake application in Apricot), the Houston Food Bank form (via computer using a web-based intake application in Link 2 Feed).
2. The pantry has the right to determine its own hours of operation and service guidelines if availability to clients is a priority and all clients are served equally and within the USDA and TDA guidelines. Service guidelines and hours of operation should be clearly posted for clients to see.
3. The pantry has the right to refuse serves to a client only if:
 - The client is creating a stressful environment for other clients, staff, or volunteers
 - The client is belligerent and disrespectful to other clients, staff, or volunteers.
 - The is posing a safety threat to other clients.
 - The client is requesting food services above and beyond which all other clients are receiving.
 - All refusals must be documented.

Clients Bill of Rights

1. This agency, a representative of the Houston Food Bank, will treat you, the client, with dignity and respect at all times.
2. At no time should you be asked to make a donation of time or money in exchange for food assistance/food services.
3. At no time should you be required to participate in a religious or political activity at the time that you are receiving food assistance/ food service. This includes but is not limited to, listening to prayer, music, sermons, attending mass, or political rallies of any kind.
4. The client should provide the agency with all pertinent information found on the pantry intake form, but

should not be required to show proof of residency, social security card, or any other documents unless they are participating in a program that is providing financial assistance other than food assistance.

Compliments or Concerns: Please call the Houston Food Bank with any compliments or concerns you have about this Houston Food Bank partner agency at (713) 547-8668



CIVIL RIGHTS TRAINING FOR VOLUNTEERS

Know your Client's Civil Rights

Thank you for your partnership in the fight against hunger. You are making a difference in the lives of those in need in our community who need assistance to keep nourishing food on the table. The Brazoria County Dream Center is grateful that our volunteers serve each client with the dignity they deserve. We are required by the U.S. Department of Agriculture (USDA) to ensure that all agency clients are informed and aware of their civil rights while they are being served.

You can be our eyes and ears by helping us identify any instances in which a client is subject to harassment or discrimination. **The Brazoria County Dream Center will not tolerate harassment or discrimination by any individual.**

What is discrimination? *Discrimination is the practice of unfairly treating a person or group of people differently from other people or groups of people. USDA prohibits discrimination based on these things:*

- Race
- Disability
- Color Age
- Sex
- National origin
- Reprisal or retaliation for prior civil rights activity

Information on filing a complaint of discrimination can be found at this website:

http://www.ascr.usda.gov/complaint_filing_cust.html

Here is the complete USDA nondiscrimination statement:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (AD-3027), found Online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form.

To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442
- (3) e-mail: program.intake@usda.gov

The Brazoria County Dream Center is an equal opportunity provider.

I understand that violation of any aspect of this code will be grounds for removal as a volunteer for the BCDC.

I understand the **Civil Rights regulations and policies** as required in accordance with Federal civil rights law. BCDC is an equal opportunity employer and an equal opportunity provider of services.

I covenant to do my best to support the programs and events of the BCDC by modeling good stewardship while acting in the capacity as volunteer of Brazoria County Dream Center, we agree to adhere to the BCDC **Volunteer Statement**, BCDC **Policies**, BCDC **Confidentiality statement**, and BCDC **Code of Ethics and Guideline**.

