



Neighborhood  
Christian Legal Clinic

# Volunteer Handbook

## ABOUT US

Neighborhood Christian Legal Clinic, or the Clinic, is a non-profit 501(c)(3) organization that promotes justice by providing free pro bono legal services and preventive legal education to our marginalized neighbors. The Clinic serves clients in the greater Indianapolis area but offers services statewide. Our legal services focus on serving immigrants, refugees, and asylum seekers; survivors of domestic abuse and sexual assault; justice-involved individuals seeking a second chance through expungement; individuals dealing with tax controversies; and families facing foreclosure, eviction, and other consumer-related issues.

## OUR MISSION

To advance justice through legal representation and education for our disadvantaged neighbors as a way of demonstrating Christ's love.

## OUR VISION

Justice for the vulnerable so that all may flourish.

The Clinic relies on volunteers to assist in providing high-quality legal assistance and legal education to disadvantaged neighbors. Those who are unable to afford legal services have access to justice because of volunteers like you.

Thank you for helping us uphold our mission, vision, and core values as we walk alongside our neighbors together.

## PRIMARY STAFF CONTACTS

### **Crystal Quince**

Development Team Leader | Volunteer & Events Coordinator  
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317.429.4131 ext. 174

### **Curt Foulks**

Staff Attorney | General Legal Services  
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# Volunteer Guidelines

Volunteers help represent the Clinic to clients and our community while helping to expand the reach of our services. As such, we ask our volunteers to consider the implications of our core values and mission in the way that they serve. The Clinic greatly values volunteers' contributions of time and talents. The Volunteer & Events Coordinator aims to work with volunteers to match their skills and passions with the Clinic's needs. Volunteers are asked to fulfill the responsibilities of their assigned volunteer position(s). They should be in communication with their supervisor regarding the specific work they will be undertaking and seek any necessary clarifications before work begins. Should a volunteer need more time to complete the tasks, duties, and responsibilities that come with their volunteer position, the volunteer should be in full communication with their supervisor and the Volunteer & Events Coordinator.

In the event a volunteer is no longer able to fulfill their assignment, they are asked to provide the Clinic with a reasonable amount of notice before their departure from the Clinic's volunteer program.

Volunteer work is in fact voluntary, and the Clinic also retains the right to remove any volunteer who does not properly fulfill the tasks, duties, and responsibilities of the volunteer position that they fill and/or have been assigned. The work of the Clinic, whether voluntary or paid, is legal work and therefore sensitive in nature, requiring the utmost respect and responsibility toward the clients the Clinic serves.

## INSURANCE

Volunteer Attorneys are covered under the Clinic's malpractice insurance under the following conditions:

1. A Volunteer attorney has been completely truthful about their admission to practice law and the status of law license(s) as active and in good standing.
2. A volunteer attorney provides services to a client or prospective client referred by the Clinic to a volunteer attorney. This includes, but is not limited to, conducting intakes of prospective clients at one of the Clinic's intake sites, serving at a one-day event (e.g. Refugee Adjustment Day), and representing a client in a legal matter that has been referred in writing by the Volunteer & Events Coordinator or their delegate.

## CONFIDENTIALITY

Volunteers will be bound by the same requirements of confidentiality as paid staff. Volunteers are asked to complete and sign a digital confidentiality agreement and return it to the Volunteer & Events Coordinator for the Clinic to keep on record. Suppose a volunteer is found to have disrespected and broken the confidentiality of a Clinic client or Clinic staff member. In that case, the volunteer will, depending on the level of confidentiality broken, be given a verbal and/or written warning or may be asked to step down from the Clinic's volunteer program. Potential clients come to intakes to discuss their legal problems. These people often share their hearts regarding personal information. Even if they do not have a legal problem, they are coming to intake with the understanding that their personal information will be handled carefully and with strict confidentiality.

It is incumbent upon anyone who is representing the Clinic to keep these matters confidential. Lawyers are bound by the Indiana Rules of Professional Conduct, which provides as follows: "A lawyer shall not reveal information relating to representation of a client unless the client consents after consultation." The Comment to the Rules states, "The confidentiality rule applies not merely to matters communicated in confidence by the client, but also to all information relating to the representation, whatever the source." This is true for all Clinic volunteers, not just attorneys.

Non-attorney volunteers must refrain from revealing client, donor, volunteer, staff, or other constituent confidences as well. Even the name of someone who comes for legal advice is confidential. You may not discuss the information that you have received during any client or donor interaction with anyone outside of the Clinic. If there are ways that you feel you can help the client or potential client, please let the Clinic know, but do not undertake to assist a client or potential client on your own. This is for your protection, as any assistance that you might provide may accidentally constitute the illegal act of practicing law without a license, which would subject you to personal liability.

In addition, only those who are licensed to practice law in Indiana must provide legal advice. Sometimes, it may be tempting to answer a client's legal questions, particularly if you have heard one of the attorneys answer the same question. Practicing law without a license is a crime. If you are unsure whether the answer to a question constitutes legal advice, please err on the side of caution and do not offer this answer.

If you become aware of the possibility of child abuse or another criminal act, you should immediately contact Staff Attorney, Curt Foulks, at [cfoulks@nclegalclinic.org](mailto:cfoulks@nclegalclinic.org). Together, we can determine what action needs to be taken.

## LOGGING VOLUNTEERING HOURS

### **Purpose and Method of Recording Service Hours**

The Clinic greatly values the time donated by volunteers in the form of service hours and maintains records of this time to aid in budgeting and grant reporting. The Clinic asks that all volunteers accurately log their hours and type(s) of service in the volunteer timesheet found at [www.nclegalclinic.org/volunteer-timesheet](http://www.nclegalclinic.org/volunteer-timesheet), or through the automatic reminder sent to them at the end of each month from the Volunteer & Events Coordinator's email account. Volunteers are asked to log the correct number of hours served under the appropriate "Volunteer Job" and within the correct month (recording on the exact date is not mandatory).

### **Volunteer Job, Volunteer Location, and Comments**

The "Volunteer Job" should be selected according to the type of service, and not necessarily the type of volunteer. For example, an attorney who happens to volunteer in a non-legal-service capacity, such as stuffing envelopes, should record those hours as General Volunteer Hours rather than Attorney Volunteer Hours. Likewise, an interpreter assisting in a non-interpretation capacity should log those hours accordingly. In the "Comments" section, volunteers may provide additional details on the specific volunteer tasks completed and staff members' assistance, or any feedback they have. Any questions or particularly important or time-sensitive feedback should be directed to Development Team Leader, Crystal Quince, at [cquince@nclegalclinic.org](mailto:cquince@nclegalclinic.org).

### **What Constitutes Volunteer Service Hours**

All time spent actively serving the Clinic through any of the variety of volunteer opportunities should be recorded as volunteer service hours.

Examples of these opportunities include:

- Assisting with fundraising, administration, reception, marketing, event, or spiritual support-related projects
- Interpreting or translating for meetings, presentations, and publications
- Assisting with casework or other client services
- Conducting intakes or Consult with a Lawyer (counsel & advice only) sessions
- Providing mentorship and guidance for a staff attorney on a case
- Teaching a Continuing Legal Education (CLE) presentation on behalf of the Clinic or to Clinic staff attorneys
- Serving at a one-day client service workshop

Additionally, time spent directly training or preparing for these volunteer service opportunities should be logged as volunteer hours. Examples of this include interpreters studying relevant legal vocabulary to be able to accurately interpret a legal presentation, or attorneys discussing relevant case law with a staff attorney to be able to assist with open cases. Volunteers should factor out any time spent taking breaks (for lunch, casual conversation, etc.) and any other non-service-specific activities from the time recorded as service hours.

## CODE OF ETHICS

- I will be conscious of the fact that everything I do directly or indirectly has the potential to reflect upon the Neighborhood Christian Legal Clinic as a whole. I will conduct myself at all times with openness, forthrightness, and honesty in dealing with people and organizations, both internally and externally.
- I will hold myself to the highest possible standard of conduct reflective of the work I do, always striving to avoid even the appearance of impropriety.
- I will treat everyone with dignity, worth, respect, concern, courtesy, and fairness. I will not discriminate against any client based on age, race, national origin, religion, sex, gender, sexual orientation, creed, or other individual characteristic. I will not employ corporal punishment or physical force, subject clients to any form of physical or mental abuse, or demean or intentionally humiliate clients. I will be sensitive to and seek solutions for all instances of discrimination and social injustice I observe. I will respect and comply with all applicable laws and regulations and the defined standards of conduct of my profession. I will not violate or disobey established rules, regulations, or lawful orders of a supervisor.
- I will not endanger the well-being of others or myself through intent or neglect. I will not perform duties under the influence of intoxicants or consume intoxicants while on duty. I will not bring any type of weapon(s) or items(s) declared as contraband into the facility.
- I will accept no gifts or favors that might influence the performance of my responsibilities. I will avoid all conflict of interest relationships with Board members, staff, suppliers, those we serve, and other organizations with whom I deal unless disclosed and approved. I will not engage in any kind of inappropriate social contact with clients except as a part of a staff member's approved Job Duties and as authorized supervisory staff.
- I will exercise prudent stewardship of all resources of the Neighborhood Christian Legal Clinic.
- I will not engage in critical discussion of staff members or clients in the presence of other clients, divulge confidential information without proper authorization, or withhold information, which, in so doing, threatens the security of the Neighborhood Christian Legal Clinic, its staff, clients, visitors, or the community. A release of information form must be signed by the client or his or her guardian before any information about a client may be released to anyone other than a staff member of the Neighborhood Christian Legal Clinic.

## EQUAL OPPORTUNITY

It is the policy of the Clinic not to discriminate against any volunteer or employee based on race, color, religion (except as required to fulfill duties of a particular position), age, sex, national origin, ancestry, disability, genetic information, or veteran status. All employment-related decisions are based solely upon legitimate, job-related factors such as skill, ability, and past performance.

*Note: The Clinic is very sensitive to the need for diversity in staff given that its target populations, including inner-city residents, domestic violence survivors, and immigrants from all around the world, are diverse. We believe diversity of staff will increase our effectiveness and credibility with our target populations. Therefore, the Clinic seeks to ensure that our full-time staff, part-time staff, and our volunteers are representative of the diverse populations we serve.*



## REFERENCES

The Clinic does not respond to oral requests for references. All requests must be in writing. In the event you leave the Clinic, we may be able to provide references to potential employers, depending on the circumstances, your volunteer history, etc. However, you must first sign a “reference release” waiver, allowing us to release reference information beyond merely confirming that you volunteered at the Clinic for a specific period and your position.

## GRIEVANCE POLICY

Neighborhood Christian Legal Clinic aims to create a fun, creative, and engaging work environment where volunteers feel valued, safe, and heard. The Clinic recognizes that there may be occasions when volunteers have concerns or grievances, and this procedure enables individual volunteers to raise grievances formally should the need arise.

## INFORMAL DISCUSSIONS

If any volunteer has a grievance about their volunteer work, a fellow volunteer, or a paid staff member, the volunteer should discuss it informally, as soon as possible, with their volunteer supervisor. If the grievance involves the supervisor, the Volunteer & Events Coordinator will review the grievance. The volunteer supervisor or the Volunteer & Events Coordinator will take the grievance seriously and ensure that everything is done to try and resolve the issue informally. It is hoped that the majority of concerns will be resolved at this stage.

## FORMAL PROCEDURES

### **Stage 1**

If a volunteer feels that the matter has not been resolved through informal discussions, they should put the complaint in writing to their supervisor. If the complaint involves the volunteer supervisor the complaint should be put in writing to the Volunteer & Events Coordinator. A meeting will be held between the volunteer and supervisor to respond to the complaints raised. Following the meeting, the supervisor will give a written response outlining how the complaint(s) will be responded to. If the complaint is against another member of staff or volunteer or requires further investigation, the supervisor will need to carry out further meetings or investigations with the Volunteer & Events Coordinator.

### **Stage 2**

If the volunteer feels the issue has still not been resolved satisfactorily, the volunteer must raise the matter, in writing, with the Volunteer & Events Coordinator, or Senior Director of Legal Services. The Volunteer & Events Coordinator or Senior Director of Legal Services will invite the volunteer to a meeting where they can discuss the matter and establish how best to resolve the situation. The volunteer has a right to be accompanied to the meeting. Following the meeting, the Clinic’s Volunteer & Events Coordinator will give a written response outlining the Clinic’s response to the complaint. If the complaint is against another member of staff or volunteer or requires further investigation, the Clinic’s Volunteer & Events Coordinator will need to carry out further meetings or investigations.

## FORMAL PROCEDURES (CONTINUED)

### Stage 3

In extreme situations where the volunteer does not feel the issue is being addressed or resolved satisfactorily, the volunteer should put their grievance in writing and send the grievance to the Executive Director. Depending on the nature of the grievance the Executive Director will consult with the chair of the Board of Directors on how best to resolve the problem. This step should only be followed under extreme circumstances and as a last resort.

## OPEN DOOR POLICY & COUNSELING

Normally, except for complaints of discrimination or harassment, volunteers are expected to use the procedure outlined above to resolve a problem. However, if the problem or complaint is personal, or a very delicate matter, you may meet first with any member of the leadership team, including the Executive Director, to discuss it. He or she will decide if you should first discuss the problem with your immediate supervisor. If so, you will be directed to use the procedure above. If the complaint, suggestion, or question is of such a nature that resolution would be hampered by the above procedures, the leadership team member you contact will take the appropriate action.

## PROGRESSIVE CORRECTIVE SYSTEM

### Verbal Warning

If a volunteer fails to follow the Clinic's policies regarding performance and conduct in a way that misrepresents the Clinic's core values, they are subject to corrective action, up to and including removal from the volunteer program. For other than major offenses, which can result in immediate termination, the volunteer will first be verbally counseled about the problem, with the intent of clearing up any misunderstanding and establishing future expectations. This oral warning will be documented by the volunteer's supervisor and/or Volunteer & Events Coordinator, noting that the discussion took place as well as the discussion date and subject. Continued violation of policies will result in levels of written notification of unacceptable action and can lead to probation or termination.

### Written Warning

The second step in the counseling procedure will be a written warning. This is a tool for the Clinic to communicate more effectively. It may be used to advise, warn, or otherwise notify the volunteer of performance or conduct that is not acceptable. Volunteers receiving a written warning about unacceptable performance or conduct are encouraged to take advantage of the opportunity to improve, to avoid the need for further corrective action.

### Probation

Continued violations will necessitate the next corrective step, which will be probation. The Clinic will provide the volunteer with a letter explaining the reason for, and length of, the probation. The memo will also indicate that unless performance improves or compliance with policies is met, the next step will be removal.

## PROGRESSIVE CORRECTIVE SYSTEM (CONTINUED)

### Removal from the Volunteer Program

The final step will be removal from the volunteer program. Without improvement, this most drastic step must be taken. It is hoped that the progressive counseling procedures outlined above will assist you in developing as a supportive volunteer.

## EXCEPTIONS

The above procedures are intended to be a guide. It is important to note that the severity of the offense might warrant not following the usual sequence set out above and that the corrective action taken may begin at any level, at the Clinic's sole discretion.

The Clinic's provision of a progressive corrective system in this section is not meant or intended to limit or waive any right of the Clinic to terminate the volunteer relationship at will or without notice or to stop the Clinic from removing a volunteer at will or without notice.

## ALCOHOL, DRUGS, & CONTROLLED SUBSTANCES

The use, sale, transfer, possession, or being "under the influence" of alcohol, drugs, or controlled substances when a volunteer is on duty, on or off Clinic property, is prohibited. In addition, off-duty conduct that may adversely affect the reputation or interests of the Clinic is prohibited. "Under the influence" for this policy, is defined as being unable to perform work safely or productively, and/or being in a physical or mental condition that creates a risk to the safety and well-being of the affected volunteer, employees, the public, or the Clinic property. Violation of this policy may result in disciplinary action, up to and including possible termination.

## SMOKING

The Clinic is a workplace free of exposure to hazardous substances and therefore is a smoke-free environment. All volunteers are expected to abide by this policy while present in our facility and also when acting as representatives of the Clinic. All volunteers are also required to follow the policies of all other facilities that host the Clinic's services. For example, a volunteer is prohibited from smoking at any of our intake sites.

## PERSONAL APPEARANCE

We request that volunteers dress in a manner appropriate for their volunteer position and in a way that does not pose a distraction to other volunteers, employees, clients, or visitors. Volunteers will be seen as representatives of the Clinic. The dress code for staff and volunteers is typically business casual to make our services as friendly and approachable as possible for the neighbors we serve.



## HOUSEKEEPING

Neatness and good housekeeping are signs of efficiency. Volunteers are asked to keep their work areas neat and orderly as a required safety precaution. Volunteers should report anything that needs repairing or replacing to the Volunteer & Events Coordinator promptly.

## PERSONAL PHONE CALLS & MAIL

Volunteers may make emergency calls regarding illness or injury to family members, changed family plans, or calls for similar reasons at any time. Any incoming urgent calls to the main line will be directed to the appropriate volunteer. Volunteers may not use the Clinic as a personal mailing address or put personal mail in the stacks that are to be run through the postage meter.

## SECURITY

Maintaining the security of the Clinic buildings and vehicles is every volunteer's responsibility. Volunteers should develop habits that ensure security. For example:

- Always keep cash properly secured. If a volunteer becomes aware that cash is insecurely stored, they should immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers, and become familiar with the proper procedure for using them, should the need arise.
- When leaving the Clinic's premises, make sure that all entrances are properly locked and secured.

To provide a secure work environment for volunteers, the Clinic reserves the right to inspect a volunteer's desk, vehicle, packages, or any personal items brought to the Clinic at any time while on the Clinic's property or while on duty. Such an inspection would be conducted by a member of the leadership team and a witness. Failure to comply with a request for an inspection may be grounds for termination.

## SOLICITATIONS & DISTRIBUTIONS

Volunteers are prohibited from soliciting and/or distributing certain materials to prospective clients, clients, other volunteers, and staff members. This includes but is not limited to marketing offers, political or campaign materials, and advertising materials for private businesses. Volunteers may distribute materials about Christian ministries and churches that identify with historic, orthodox Christianity. Volunteers may distribute materials about supportive resources they think will help the individual in some manner.

## INCLEMENT WEATHER

The Indianapolis office will follow the Indianapolis Public Schools closures if those closures are for snow and/or ice.

## BUSINESS EXPENSE REIMBURSEMENT

Volunteers must have the Executive Director or Volunteer & Events Coordinator's authorization before incurring an expense on behalf of the Clinic. To be reimbursed for all authorized expenses incurred on behalf of the Clinic, they must submit an expense report accompanied by receipts to the Volunteer & Events Coordinator.

## PERSONAL VEHICLE USE POLICY

- **Federal Tax Deduction:** The volunteer should feel free to claim any mileage as a deductible business-related expense on their federal tax returns at the applicable federal mileage reimbursement rate, if appropriate.
- **Carpooling Provision:** To limit travel expenses, volunteers should strive to carpool to Clinic business-related events.
- **Accidents:** If a volunteer has an auto accident while on Clinic business, they should contact their insurance company, the Volunteer & Events Coordinator, and the Executive Director immediately.
- **Traffic Fines:** Any traffic fines imposed while on Clinic business are the volunteer's responsibility.

## ANTI-HARASSMENT POLICY & COMPLAINT PROCEDURE

### **Purpose**

The Clinic's policy is to promote a respectful work environment. In addition, the Clinic intends to maintain a workplace free of sexual and other harassment and intimidation, including harassment based on race, color, sexual orientation, gender identity, sex (with or without sexual conduct), religion, national origin, protected activity (i.e. opposition to prohibited discrimination or participation in the complaint process), age, disability, genetic information or any other protected categories. Harassment will not be tolerated by the Clinic. The Clinic is also committed to ensuring that its employees are not subjected to harassment by non-employees. Accordingly, this policy applies to management, non-management employees, clients, vendors, and others with whom we have a relationship.

### **What is Harassment?**

Sexual and other harassment is a form of misconduct that undermines the integrity of the employment relationship. Harassment is not only offensive, but it may also harm morale and interfere with our effectiveness and our ability to fulfill our responsibilities to our coworkers and clients. All employees must be allowed to work in an environment free from unsolicited and unwelcome sexual overtones and harassment in any form. It is also important to recognize that the workplace travels with us wherever we go (including conferences, meetings, and casual get-togethers after work). Accordingly, harassment is not tolerated on Clinic property or any other location.

## ANTI-HARASSMENT POLICY & COMPLAINT PROCEDURE (CONTINUED)

Sexual harassment, for purposes of this policy, is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of the individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

### **Examples of Conduct That Constitute Harassment**

Sexual harassment does not mean occasional compliments of a socially acceptable nature. However, sexual harassment does include but is not limited to, actions such as:

- Sex-oriented verbal "kidding" or abuse, crude or offensive language, jokes, or pranks.
- Possession, display, or distribution of photographs, drawings, objects, or graffiti of a sexual nature (volunteers should keep in mind that this type of material may not be placed on walls, bulletin boards, or elsewhere on Clinic property, nor should it be circulated in the workplace).
- Subtle or other pressure for sexual activity.
- Epithets, slurs, put-downs, negative stereotyping, or threatening, intimidating, or hostile acts
- Physical conduct such as patting, pinching, or constant brushing against another's body.
- Explicit demands for sexual favors, whether or not accompanied by implied or overt promises of preferential treatment or threats concerning an individual's employment status.
- Offensive sexual flirtations, advances, or propositions.
- Any other offensive, hostile, intimidating, or abusive conduct of a sexual nature.

Volunteers must keep in mind that this Policy applies not only to sexual harassment but to harassment in general. Therefore, the above activities or conduct that relates to an individual's race, sexual orientation, gender identity, age, religion, national origin, disability, and any other protected category may also violate our Policy. For example, written or graphic material that defames or shows hostility or aversion toward an individual or group (including religious groups) violates this Policy.

### **Complaint Procedure**

The Clinic has adopted a complaint procedure that assures a prompt, thorough, and impartial investigation of all complaints, followed by swift and appropriate corrective action where warranted. We encourage volunteers and employees to report harassment and other inappropriate conduct before it becomes severe or pervasive. While not all incidents of harassment violate the law, we intend to prevent and correct harassment and other inappropriate conduct before it rises to the level of a violation of the law. Any volunteer or employee who believes that he or she has been a victim of some form of sexual or other harassment or other inappropriate conduct or behavior should report the incident immediately in writing to the Executive Director. No one will be subject to adverse treatment or retaliation because they report harassment or provide information concerning such reports.

## ANTI-HARASSMENT POLICY & COMPLAINT PROCEDURE (CONTINUED)

### **Responsibility of Supervisors, Managers, and Others**

All supervisors and other members of management are held accountable for the effective administration of this Policy. If a supervisor or other member of management is advised of any alleged violation of this Policy, or if they independently observe conduct that may be prohibited by this policy, they must immediately report the matter to the Executive Director so that an appropriate investigation can be initiated. Under no circumstances will the individual who conducts the investigation or who has any direct or indirect control over the investigation be subject to the supervisory authority of the alleged harasser.

In addition to the above, any volunteer or employee who is aware of any conduct or other circumstances that may violate this policy must report this to the Executive Director, the volunteer, or the employee's supervisor.

### **Confidentiality**

The complaint and information collected during such an investigation will be kept confidential to the extent possible and will not be disclosed unnecessarily or to persons not involved directly in conducting the investigation and determining what action, if any, to take in response to the complaint. Complete confidentiality cannot be guaranteed because an effective investigation usually requires revealing certain information to the alleged harasser and potential witnesses.

### **Remedial and Corrective Action to Be Taken by the Clinic**

Following the receipt of a complaint, management will initiate a prompt investigation. Typically, this investigation will involve an initial interview with the complainant and interviews with any other individuals who are involved, including the accused employee. If, following a complaint of sexual or other harassment, an investigation reveals that some act of sexual or other harassment, or other inappropriate conduct or behavior, has occurred, prompt and appropriate corrective action will be taken. If no determination can be made because the evidence is inconclusive, the parties will be informed of this result and of any preventive measures that will be undertaken, which may include counseling, training, and/or monitoring. The person who engaged in inappropriate conduct or behavior in violation of this policy will be subject to sanctions or penalties, up to and including suspension and/or immediate termination of employment. If the offender is not a Clinic employee, we will take reasonable measures to the extent we can exercise any control over the problem.

## **ACKNOWLEDGEMENT OF THE VOLUNTEER HANDBOOK**

This Volunteer Handbook is an important document intended to help you become acquainted with the Clinic. This Handbook will serve as a guide. It is not a contract. The contents of this Handbook may be changed at any time at the discretion of the Clinic.

I am aware that during the course of my volunteering, confidential information will be made available to me. I understand that this information must not be given out or used outside of the Clinic's premises. In the event of termination, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information. I understand that the attorney-client privilege applies to the Clinic and that the Clinic and its attorneys are regulated by the Indiana Supreme Court and ethical rules, and, therefore, information about or relating to the Clinic's clients must not be given out or used outside of the Clinic's premises. I understand and agree that my failure to preserve the confidentiality of the information I learn or perceive during the course of my time at the Clinic about or relating to the Clinic's clients, donors, volunteers, staff, or other constituents constitutes cause for dismissal. In the event of termination, whether voluntary or involuntary, I hereby agree not to divulge, utilize, or exploit any such information I have learned or perceived.

**THANK YOU SO MUCH FOR YOUR SERVICE!  
WE ARE DEEPLY GRATEFUL FOR ALL OUR VOLUNTEERS.**