



# **Harmoni Horizons Volunteer Handbook**

## Welcome to Harmoni Horizons

Thank you for your interest in volunteering with Harmoni Horizons! We are thrilled to have you join our community of dedicated individuals who are passionate about making a positive impact. As a volunteer, you play a vital role in helping us transform lives and strengthen communities through empowerment, education, and advocacy.

This handbook is designed to provide you with essential information about our organization, your role, policies, and procedures. It will help you understand our mission, expectations, and how you can contribute effectively. If you have any questions, please don't hesitate to reach out to our team.

We appreciate your commitment and look forward to working together to create lasting change.

Sincerely, Maigan Triplett

Executive Director Harmoni Horizons

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## 1. About Harmoni Horizons

Harmoni Horizons is a faith-driven non-profit organization dedicated to igniting socio-economic change and empowering individuals to lead fulfilling lives. We serve communities in northern Louisiana and the Chicagoland area, acting as a beacon of hope and empowerment.

Founded with a focus on community development, we offer programs that educate, empower, and inspire personal growth and positive change. Our initiatives include training and workshops, women's empowerment events, homeless outreach, human trafficking awareness, prayer support, and resource connections.

For more details, visit our website: [www.harmonihorizons.com](http://www.harmonihorizons.com).

## 2. Mission, Vision, and Values

**Mission:** Our mission is to serve as a beacon of hope and transformation by advocating for vulnerable communities, and inspiring individuals to be the best version of themselves. Through God, we cultivate environments and demonstrate the love of God enabling opportunities to grow, learn and thrive.

**Vision:** A world where individuals are empowered to live their best lives in harmony, free from socio-economic barriers, with strong, supportive communities.

### Values:

- **Unity and Collaboration:** We believe in working together with partners and community members to achieve greater impact.
- **Love and Compassion:** Guiding our actions with empathy and support for those in need.
- **Empowerment:** Equipping individuals with the tools and knowledge for personal growth.
- **Faith-Driven Approach:** Rooted in principles of hope, second chances, and community building.

## 3. Volunteer Opportunities

Harmoni Horizons relies on volunteers to support our programs and initiatives. Current opportunities include, but may vary:

- **Marketing Support:** Assist with promoting events, social media, and outreach materials.
- **Administrative Support:** Help with office tasks, data entry, and organizational needs.
- **Board Members:** Contribute to strategic decision-making and governance (requires commitment and relevant experience).
- **Program Team Members:** Support specific programs like workshops, conferences, or outreach efforts.
- **Homeless Outreach Volunteers:** Provide practical resources, emotional support, and assistance to those affected by homelessness.

Opportunities may vary based on current needs. To get involved, contact us at [harmonihorizons@gmail.com](mailto:harmonihorizons@gmail.com) or 630-474-5066.

#### **4. Volunteer Roles and Responsibilities**

As a volunteer, your specific responsibilities will depend on the role you choose. Detailed role descriptions will be provided for specific assignments. General expectations include:

- Attending orientation and any required training sessions.
- Adhering to scheduled commitments and communicating any changes in availability to your supervisor in a timely manner.
- Representing Harmoni Horizons positively in the community and upholding our values.
- Contributing to program goals, such as supporting workshops, events, or outreach.
- Performing assigned tasks diligently and responsibly.
- Respecting the diversity and dignity of all individuals you encounter.

For example, in Homeless Outreach: Volunteers help distribute resources and offer support. A list of items needed is available on our donate page.

#### **5. Code of Conduct**

All volunteers are expected to:

- Treat everyone with respect, dignity, and kindness, regardless of background, beliefs, or circumstances.
- Maintain confidentiality regarding sensitive information about participants or the organization.
- Avoid discrimination, harassment, or any behavior that could harm others.
- Follow all laws and organizational policies.
- Report any concerns or incidents promptly to a supervisor.
- Act with integrity and accountability in all volunteer activities.
- Positively represent Harmoni Horizons to the public, abiding by our mission and values.

Violation of the code may result in dismissal from volunteer activities.

#### **6. Policies and Procedures**

##### **Safety**

- Prioritize safety in all activities. Report hazards immediately to your immediate supervisor.
- For outreach programs, follow guidelines for personal safety and use provided resources.
- Be aware of your surroundings and report any suspicious activity.

- Familiarize yourself with first aid and emergency response protocols if applicable to your role.

## **Emergency Procedures & Contacts**

- In case of an immediate life-threatening emergency, call 911 (or local emergency services) first.
- After ensuring immediate safety, notify your Harmoni Horizons supervisor or the Executive Director as soon as possible at the designated emergency contact number: 630-474-5066.

## **Confidentiality**

As a Harmoni Horizons volunteer, it is imperative to strictly protect all personal and sensitive information regarding program participants and fellow volunteers, treating it with the utmost discretion. Upholding this confidentiality is not only an ethical obligation but also fundamental to maintaining trust, dignity, and safety for everyone involved in our mission.

## **Communication Guidelines**

- Internal Communication: Maintain professional and respectful communication with staff and other volunteers. Use designated communication channels (e.g., email, group chat) for organizational matters.
- Communication with Participants: Be empathetic and supportive. Limit discussions to program-related topics and avoid offering personal advice on matters outside your expertise or role. Refer participants to appropriate staff members or resources for complex issues.
- External Communication & Media: Only authorized spokespersons (typically the Executive Director or designated staff) are permitted to speak to the media or represent Harmoni Horizons publicly on television, radio, or in print. Volunteers should defer any media inquiries to the Executive Director.

## **Social Media Policy**

- Respect Privacy: Do not share any confidential information, photos, or identifying details of participants or other volunteers on personal social media accounts or any public platform without explicit, written consent from Harmoni Horizons and the individuals involved.
- Professionalism: If discussing your volunteer role on social media, ensure your posts are respectful, positive, and reflect positively on Harmoni Horizons. Avoid engaging in debates, political commentary, or controversial topics in a way that could be perceived as representing the organization.
- Boundaries: Do not solicit or accept "friend" requests from program participants on personal social media accounts to maintain professional boundaries.

## **Time Tracking**

- Log your volunteer hours to help us track impact (forms provided during orientation, if needed). Accurate time-tracking is essential for reporting and grant applications.

## **Anti-Harassment**

- We maintain a zero-tolerance policy for harassment, including but not limited to sexual harassment, bullying, and discrimination. Any form of harassment should be reported immediately.

## **Background Checks**

- Certain roles (e.g., working with vulnerable populations) may require a background check. You will be notified in advance if a background check is required. Your volunteer placement is contingent upon successful completion of any required background checks.

## **COVID-19 and Health Protocols**

- Follow current health guidelines, including masking or vaccination requirements as applicable. Stay home if you are feeling unwell or exhibit symptoms of contagious illness to protect yourself and others.

## **Volunteer Rights**

- To be treated with respect, dignity, and as a valued member of the Harmoni Horizons team.
- To receive clear guidance, orientation, and training necessary for your role.
- To have a safe and healthy volunteering environment.
- To be reimbursed for pre-approved, out-of-pocket expenses directly related to your volunteer duties (please discuss with your supervisor in advance).
- To receive constructive feedback and support.
- To decline an assignment if it is beyond your capabilities or comfort level without penalty.
- To cease volunteer service at any time.

## **Grievance Procedure**

- If you have a concern, complaint, or disagreement related to your volunteer role or the organization, please follow these steps:
  1. Attempt to resolve the issue informally by discussing it directly with your immediate supervisor.
  2. If the issue remains unresolved or if discussing it with your supervisor is not appropriate, contact the Executive Director (Maigan Triplett).

## **7. Training and Orientation**

New volunteers must attend an orientation session covering:

- Organizational overview.
- Role-specific training.
- Safety and emergency procedures.

- Program details.
- Review of this Volunteer Handbook.

Ongoing training may be offered for specific programs, such as human trafficking awareness or leadership workshops. We are committed to providing ongoing support and resources to help you succeed in your volunteer role.

## **8. Benefits of Volunteering**

- Personal growth through skill-building, leadership development, and networking.
- Opportunity to make a meaningful difference in communities.
- Recognition events and certificates for service.
- Access to workshops and conferences at no or reduced cost.
- Building connections with like-minded individuals.

## **9. Reporting and Feedback**

- Incident Reporting: All incidents (e.g., accidents, conflicts, safety concerns, breaches of policy) must be reported promptly to your supervisor, or the Executive Director if your supervisor is involved, using the designated incident report form (if applicable).
- Annual feedback surveys will be conducted to improve our volunteer program.
- For emergencies, contact local authorities and then notify Harmoni Horizons using the emergency contact procedure outlined in section 6.

## **10. Contact Information**

- **General Inquiries/Volunteering:** [harmonihorizons@gmail.com](mailto:harmonihorizons@gmail.com) | 630-474-5066
- **Executive Director:** Maigan Triplett
- **Website:** [www.harmonihorizons.com](http://www.harmonihorizons.com)
- **Social Media:** Facebook [www.facebook.com/harmonihorizons](http://www.facebook.com/harmonihorizons)
- **Address:** PO Box 113, Lombard, IL 60148

## **11. Appendix: Resources and Forms**

- Volunteer Application Form (available upon request).
- Donation Items List for Outreach: Visit <https://www.harmonihorizons.com/donate>.
- Local Resources: See our website for a list of community support services.

Disclaimer: This handbook is a guide for volunteers of Harmoni Horizons and is not intended to be a contract of employment or to create any contractual rights. Harmoni Horizons reserves the right to

modify, add, or delete policies, procedures, and benefits described herein at any time, with or without notice.

This handbook is a living document and may be updated. Your input is welcome! Thank you for volunteering with Harmoni Horizons.

*Updated 12/29/25*