

What is FFCC's Family Support Companion? Aka: FSCV

Peer-based initiatives are based on the premise that people tend to discuss personal issues with their peers rather than with parents or adults and on the basis that peers are often regarded as a more credible and non-judgmental source of information.

FFCC's Family Support Companion (FSCV) Policy and Protocol

Mission and Values:

- The Family Support Companion Volunteer at FFCC is dedicated to embodying and upholding FFCC's mission. Volunteers in this program serve as compassionate allies to families in need, providing personal support and informal guidance.

Volunteer Matching Process:

- Families interested in the peer support service will be matched with suitable volunteers based on their needs and preferences.
- Matching criteria may include shared experiences, compatibility, and geographical proximity, among others.

Family Support Companion Volunteer Qualifications:

- Family Support Companion Volunteers are individuals who have a sincere desire to help families.
- Volunteers must demonstrate a commitment to FFCC's mission and values, possess empathy, and maintain confidentiality.

Roles and Responsibilities:

- Family Support Companion Volunteer will serve as personal allies to the families they are matched with.
- They will provide informal support, empathy, and encouragement based on their own experiences.
- Volunteers will adhere to the boundaries established by FFCC and maintain professionalism at all times.

Training and Support:

- FFCC will provide training to Family Support Companion Volunteer as needed or as appropriate.
- Ongoing support, supervision, and resources will be available to volunteers throughout their tenure in the program.
- FFCC will provide HIPPA training as a self-paced, online course to all FSCV's at the beginning of their start date.

Confidentiality:

- must uphold strict confidentiality regarding the families they work with, respecting their privacy and personal information at all times.
- Family Support Companion Volunteers will adhere to FFCC's confidentiality policies and guidelines, as well as HIPPA compliance.

Ethical Guidelines:

- Family Support Companion Volunteers are expected to conduct themselves ethically and professionally, avoiding any conflicts of interest or behaviors that may compromise the integrity of the program or FFCC.

Monitoring and Evaluation:

- FFCC will regularly monitor and evaluate the Peer Support Volunteer Program to ensure its effectiveness and adherence to established protocols.
- Feedback from families and volunteers will be solicited and used to continuously improve the program.
- The Property and Office Manager will keep track of Family Support Companion Volunteer hours on a google sheet, and the Executive Director will initiate feedback through meetings and conversations, documenting all feedback.

Termination of Volunteer Engagement:

- FFCC reserves the right to terminate the engagement of any Family Support Companion Volunteer who fails to comply with program policies, exhibits misconduct, or breaches confidentiality.
- FFCC will offer a neutral party/mediation to help resolve conflicts or misunderstandings within the workplace.
- Volunteers may also voluntarily withdraw from the program at any time with prior notice, though FFCC encourages volunteers to create a smooth transition when leaving as we are working with families.

Acknowledgment:

- By participating in FFCC's Family Support Companion Volunteers acknowledge their commitment to upholding FFCC's values and mission, and agree to abide by the policies and protocols outlined herein.

FFCC's Case Manager/Life Plan Specialist will refer families as needed to a PSP volunteer and initiate first contact and introduction. Case manager will keep in contact with PSP and family.

How do you become a FSCV?

Fill out our volunteer application and email it to our case manager

kortnysullivanffcc@gmail.com and CC Arielle Morong, who is our Property and Office Manager.

Once we contact you, we will run a background check with your permission, and then have you come in for an interview, to best understand your desire to help and who might benefit the most from your assistance!

Our case manager will reach out to you with a time to meet the family!

There are no set hours as each family will have individual needs and different hours of availability, as will volunteers. PSP volunteers and families will need to work together to find times/times that work for each family.

Family Support Companion Volunteer **will adhere to the following boundaries:** Family

Support Companion Volunteers will not contact staff during their off-work hours.

This policy and protocol are subject to periodic review and revision to ensure alignment with FFCC's goals and objectives.

Position Description: Peer Support Volunteer

Overview:

Family Support Companion volunteers at FFCC serve as compassionate allies to families facing various challenges. The volunteer provides personal support, and informal guidance, and empowers families through shared experiences and mutual understanding. This position is vital in fostering a supportive environment and enhancing the well-being of families within the community.

Key Responsibilities:

Personal Support and Empathy: Offer empathetic support to families based on personal experiences, actively listening to their concerns, and providing emotional support.

Informal Guidance: Share insights and strategies based on personal experiences

to assist families in overcoming challenges and achieving their goals. **Alliance Building:** Foster trusting relationships with families, serving as a dependable ally in their journey towards positive change and growth. **Empowerment:** Empower families by providing encouragement and practical assistance in areas such as parenting, self-care, and household management. **Assistance with Childcare:** Assist parents with childcare responsibilities by bonding with babies, cuddling infants, supervising children, and providing assistance as needed to support parents' self-care or household tasks. **Participation in Meetings:** Attend meetings with families upon request, providing support as necessary to ensure families feel heard and supported. **General Support:** Offer general assistance to families, including uplifting conversations, mentorship, and assistance with various tasks to alleviate stress and promote well-being.

Qualifications:

- Personal Experience: Successfully navigated personal challenges such as homelessness, addiction, single parenting, or other significant barriers. ● Commitment: Demonstrate a commitment to FFCC's mission and values.
- Empathy: Possess a strong capacity for empathy and understanding towards others' struggles and experiences.
- Confidentiality: Maintain strict confidentiality regarding families' personal information and uphold confidentiality policies, and to take a self-paced online HIPPA class.
- Professionalism: Adhere to established boundaries, maintain professionalism, and avoid conflicts of interest.
- Communication Skills: Effective communication skills, including active listening, empathy, and clear articulation of ideas.

Training and Support:

- Training: Receive training as needed or appropriate to enhance skills and effectiveness in supporting families.
- Ongoing Support: Access ongoing support, supervision, and resources throughout the tenure in the program to ensure success and well-being. ● Self-paced online HIPPA class that FFCC will pay/reimburse for.

Monitoring and Evaluation:

- Regular Monitoring: FFCC will regularly monitor and evaluate the Family Support Companion model to ensure effectiveness and adherence to protocols.
- Feedback: Solicit feedback from families and volunteers to continuously improve the program and address any concerns or areas for enhancement.

Termination of Volunteer Engagement:

- FFCC reserves the right to terminate the engagement of any Family Support Companion Volunteer who fails to comply with program policies, exhibits misconduct, or breaches confidentiality.
- Volunteers may voluntarily withdraw from the program with prior notice, encouraged to facilitate a smooth transition for families.

Acknowledgment:

By participating in FFCC's Family Support Companion Program, volunteers acknowledge their commitment to upholding the organization's values and mission and agree to abide by the policies and protocols outlined herein.

Boundaries:

- Family Support Companion Volunteers will not contact staff during their off-work hours, and vice versa, unless it's defined as an *emergency (see appendix A) in which the volunteer could call the Executive Director.
- Policies and protocols are subject to periodic review and revision to ensure alignment with FFCC's goals and objectives.

Appendix A:

An emergency is a situation that necessitates immediate attention due to its potential to endanger lives, compromise safety, or escalate into a crisis if not promptly addressed. Emergencies encompass scenarios such as:

Risk to Personal Safety: Any circumstance posing an imminent threat to the

safety and well-being of individuals within the household, warranting immediate intervention. If the safety of individuals within the household is at risk, law enforcement authorities should be promptly notified as the first point of contact.

Child Safety Concerns: Instances where a resident under the care of a volunteer presents a direct risk to the safety or welfare of their children. In such cases, it is imperative to alert the appropriate child protective services agency, such as the Department of Health and Human Services (DHHS), without delay.

Crisis Situations: Instances where a resident is experiencing acute emotional distress or is in a state of crisis requiring urgent support and intervention. In such circumstances, crisis response resources should be engaged as a priority to provide necessary assistance and guidance.

Conversely, emergencies do not encompass:

- Resident disagreements or disputes that can be addressed through conflict resolution strategies during regular business hours.
 - Differences in opinion between residents and volunteers/staff that do not pose an immediate threat.
 - Observations of non-urgent situations within the household that can be appropriately managed or addressed during standard operating hours. ●
- Matters that can be reasonably deferred until normal business hours without compromising safety or well-being.

It is essential to exercise discretion and discernment in distinguishing genuine emergencies from non-urgent matters, thereby ensuring that resources are allocated efficiently and effectively, and that staff are not unduly burdened with after-hours communications for issues that can be appropriately managed during regular operational periods.