



Autism
Collaborative Center
Service ■ Education ■ Research ■ Community
Eastern Michigan University

December 2010

Dear ACC Volunteer,

We are thrilled that you are interested in volunteering with the Autism Collaborative Center at Eastern Michigan University. Volunteers will play a vital part in our ability to achieve our goals to provide high quality services and supports for individuals with autism spectrum disorders and their families. Our mission at the ACC is to provide accessible, high quality assessment, intervention and referral services across the life-span to enable persons with Autism Spectrum Disorders to achieve their maximum potential. The ACC is founded on the values of respect, hope, excellence in teaching and learning, and social justice in the community.

We hope that your volunteer experience with us is rewarding and positive. The attached information package includes details about our organization and the roles and responsibilities of our volunteers. If you have any questions please feel free to contact our Volunteer Program Coordinator - Lauren Benner at lbenne1@emich.edu.

With the official opening of the Autism Collaborative Center this Fall, please watch our website www.emich.edu/acc and Facebook page for the latest ACC program announcements and volunteer opportunities in the coming months.

Thank you for your interest and support!

Sincerely,

Lauren

Lauren Benner
Programs Specialist & Volunteer Program Coordinator
Autism Collaborative Center

Mission Statement

In collaboration with families and community stakeholders, we will provide accessible, high quality assessment, intervention and referral services across the life-span to enable persons with Autism Spectrum Disorders to achieve their maximum potential. This collaborative is founded on the values of respect, hope, excellence in teaching and learning, and social justice in the community.

Vision

Individuals with autism will receive the services needed to lead fulfilling lives as independently as possible within their communities.

Objectives/Goals of the ACC

The four main functions of the Center are: (a) to offer services to the local community and surrounding region; (b) to provide professional training for undergraduate and graduate students, (c) to support relevant research projects, and (d) provide a community center for individuals with autism spectrum disorders (ASD) and their families.

Values

In living our mission, we are committed to the following values:

Hope: We embrace a perspective of hope and maximum potential in a strength-based, person centered model of services across the lifespan.

Continuous Improvement: We are committed to ongoing evaluation and accountability for the quality of staff, services, and partnerships.

Family Focus: We involve family in shared decision making throughout the continuum of services, and we support fully informed choices. We strive to make our services accessible regardless of a family's ability to pay.

Collaboration: We demonstrate a commitment to collaboration and coordination with stakeholders community-wide through participatory decision-making and leadership. We will foster a state-wide alliance in our collaborative efforts.

Social Justice: We provide accessible services to individuals, valuing inclusiveness and with the highest degree of sensitivity.

Stewardship: We will assure that all of the resources in our care are safeguarded and utilized effectively in fulfillment of our mission.

Excellence in teaching and learning: We will provide the highest standard of teaching and learning based on sound theoretical principles, evidence-based information, and best practices, as well as emerging practices.

ACC Leadership

Dr. Pamela Lemerand, Project Director

Jim Lyddy, Executive Director

Amy Sanderson, Director of Programs and Services

Dr. Renee Lajiness-O'Neill, Director of Education and Research

Lauren Benner, Programs Specialist & Volunteer Program Coordinator

Pat O'Conner, Office Manager

Bethany Gorka, Graduate Assistant

Emergency Procedures

In case of emergency, please call the Eastern Michigan University Police at 734-487-1222.

Hours of Operation

The ACC's office hours are 9:30 AM-5:00 PM Monday through Friday. The ACC operates on a 12-month basis, although services may be curtailed during a 2- to 3-week period at the end of the University's fall and spring semesters and in the summer.

Vehicle Registration/Parking

Parking is available for individuals who are volunteering at the ACC in the front parking lot at Fletcher School. *Volunteers should only use this lot when volunteering at the center.* Parked cars that do not belong to center staff or individuals who are volunteering will be towed at the owner's expense.

Confidentiality

All EMU Autism Collaborative Center client information whether contained in a client's Clinic record, or in any other medium, including audio, videotapes, or any computer system is strictly confidential. Disclosing, accessing, or permitting access to confidential client information without proper authorization is a violation of EMU Autism Collaborative Center policy, state laws and Federal laws, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and unauthorized disclosures may

result in disciplinary action. In addition, disclosing, accessing, or permitting access to confidential Protected Health Information (PHI) without proper authorization may also subject the violator to civil and/or criminal penalties for violation of state laws and HIPAA. Billing and financial management information is also to be held in strict confidence and is not to be disclosed without written authorization by the client. ***All volunteers must review and complete the Confidentiality Agreement form included in this packet.***

Communication

Please visit our website www.accemu.org and Facebook page for the latest ACC program announcements and volunteer opportunities. If you have any questions please feel free to contact the Volunteer Program Coordinator – Lauren Benner at lbenne1@emich.edu.

Volunteer Screening

Screening is a process that helps the ACC to select the most suitable candidates for particular roles and engage them in a way that helps to ensure success for the volunteers and the ACC. Screening potential volunteers is important for the safety of our clients and the integrity of the ACC. The following list includes the ACC volunteer screening procedures:

- Application form
- Resume or Curriculum Vitae including 3 references we may contact
- Standard Release form
- Confidentiality Agreement
- Criminal Background Check (ICHAT)
- Volunteer Training – Autism orientation

Volunteer Code of Conduct

- Take your commitment to the ACC to heart, performing your duties to the best of your ability.
- Honor confidentiality.
- Respect the mission and goals of the ACC.
- Deal with conflicts or difficulties in an appropriate manner as outlined in this manual.
- Respect the property of the ACC.
- Do not accept valuable gifts or money from anyone while volunteering at the ACC.
- Be courteous, friendly and cooperative.
- Offer constructive feedback about our organization in an appropriate manner.
- Be willing to learn and take part in orientation and training sessions.
- Follow through on commitments and advise Lauren Benner if you are unable to work as scheduled.

- Demonstrate respect for the direction and decisions of your supervisor(s).
- Treat co-workers (paid and unpaid), clients and members of the public fairly and without discrimination.
- Do not seek employment opportunities with families you interact with at the ACC. Should parents inquire about babysitting or other services, please direct them to appropriate ACC staff.
- **Due to sensory sensitivities, please do not wear scented body spray, perfume, cologne or lotion while at the ACC.**

Volunteer Standard of Appearance

- Nametags are required whenever you are present in your volunteer capacity.
- Dress appropriately for your duties. For example, physical work requires clothing that is comfortable and durable.
- Hats and t-shirts with logos are not permitted.
- Clothes cannot be torn, frayed, dirty or reveal any part of the cleavage, midriff, tattoos, thong or buttock.
- Make-up and jewelry must be minimal especially in regard to facial jewelry.

Grievance Policy

- In situations where differences arise between volunteers or between volunteers and staff it is advised to first try to resolve these differences amongst the parties involved.
- If a third party is needed the Volunteer Program Coordinator is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.
- If the grievance is in regard to the Program Coordinator, an appeal may be made to Amy Sanderson, the ACC Director of Programs and Services.