



6103 39TH AVE.
KENOSHA, WI 53142
(262) 658-8166

VOLUNTEER

HANDBOOK



HOPE COUNCIL
OFFERING HOPE | HELPING TO HEAL



We  our
Volunteers

Michelle Sandberg

Executive Director

Hope Council on Alcohol & Other Drug Abuse, Inc.

On behalf of everyone at the Hope Council, I want to personally thank you for choosing to share your time and talents with our organization.

Volunteers are an essential part of our mission. Your willingness to step forward reflects a deep commitment to hope, healing, and connection - values that guide everything we do.

Whether you are interested in offering administrative support, helping at special events, assisting with outreach, or simply showing up with kindness and empathy, your presence makes a meaningful difference in the lives of those we serve.

Volunteers strengthen our ability to meet people where they are, expand access to resources, and create

spaces that are welcoming, stigma-free, and supportive. Your practical, creative, or compassionate contributions helps ensure no one has to navigate challenges alone.

This handbook is designed to help you feel prepared, informed, and confident as you begin your journey with us. Our team is here to support you, answer questions, and ensure your experience is both rewarding and impactful.

Thank you for becoming part of the Hope Council community. We are truly grateful for your partnership and the hope you help deliver to others every day.

With Sincere Appreciation,

Michelle Sandberg

About Us

The Hope Council offers the complete continuum of care for substance use disorders including prevention, intervention, treatment, and recovery support to individuals and families throughout Kenosha County. Founded in 1969, the Hope Council has been a trusted resource for more than five decades. Today, we carry out our mission through the following core services:

Prevention & Education: We provide prevention education for all ages through school-based programming, community outreach, and public awareness initiatives that promote healthy decision-making and reduce substance use and related harms.

Risk Reduction Services & Supplies: Our Public Health Vending Machine (PHVM), available 24/7, offers free, lifesaving supplies including naloxone, testing supplies, disposal bags, hygiene items, and sexual health resources. All items are provided at no cost, with no barriers - **no questions asked!**

Substance Use Treatment: We connect individuals to the appropriate level of care through assessment & referral, helping them navigate options, meet legal requirements, and take meaningful next steps. We also provide licensed outpatient treatment, including individual and group counseling, using evidence-based approaches to support recovery and wellness.



Family Services: Our Parenting Time program supports parents, caregivers, and children during times of crisis, helping them stabilize, strengthen, and build resilience.



Wrap-Around Care: We provide compassionate support that addresses emotional, practical, and social needs. Certified Peer Specialists and Navigators work with individuals and families to reduce stigma, build trust, and create pathways to recovery and stability.



Meet our mascot, Hopeful Howie, a woolly mammoth. Our hope is that someday addiction is extinct, just like the woolly mammoth.



Getting Started



To begin, complete and submit the **Volunteer Interest Form**. This can be done online at hopecouncil.org/volunteer.

You may also send an email that includes your name and contact information to info@hopecouncil.org and a member of our team will be in touch.



Hope Council respects and protects clients personal information and privacy to the highest standards. All volunteers must review, sign, and strictly adhere to the agencies **Confidentiality Policy** included in this handbook.



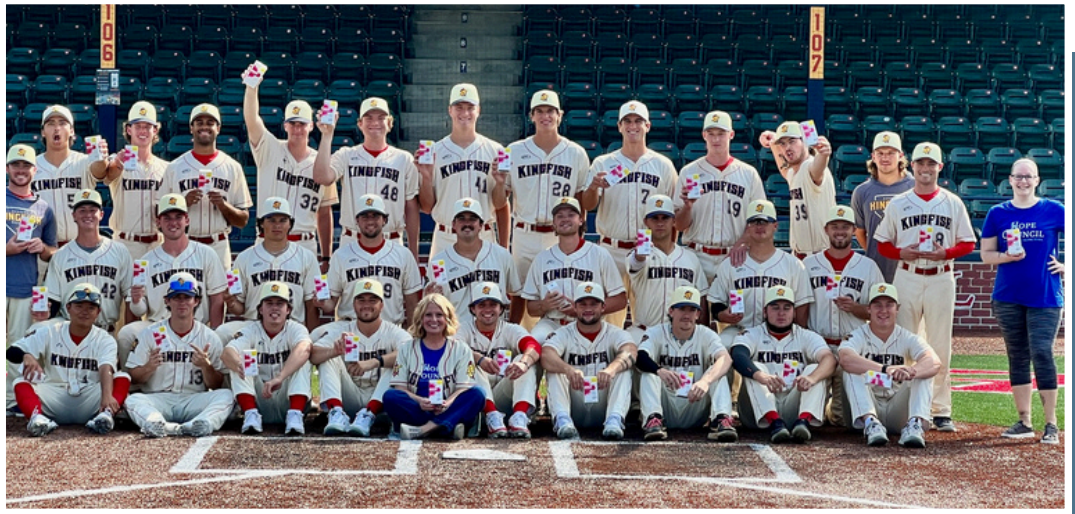
Special Note

Hope Council is a licensed health care provider. Volunteers with duties that require direct access to privileged client information will be required to complete a Department of Justice background check. This does **not** apply to all volunteer roles and will be discussed with you if it is applicable.



2026 Leadership Kenosha Winning Project Team "Hope Dealers" Volunteer Engagement Experts!

This amazing group is responsible for bringing the Hope Council Volunteer Program to life and creating this handbook. #ROCKSTARS



What To Expect _____



Scheduling & Time Commitment

Volunteers are welcome to choose shifts that fit both your schedule and desired commitment level.

Opportunities are available during regular business hours, evenings, and weekends. We welcome your support anytime that is convenient for you.

If you'd like to volunteer 1, 2, or 10,000 times, we'll work with you to create a schedule and plan that benefits everyone. We're totally flexible!

Hours of Operation

- Monday..... 9:00 a.m. – 4:00 p.m.
- Tuesday..... 9:00 a.m. – 8:00 p.m.
- Wednesday... 9:00 a.m. – 4:00 p.m.
- Thursday..... 9:00 a.m. – 8:00 p.m.
- Friday..... 9:00 a.m. – 2:00 p.m.

Communication & Support



Volunteers will receive contact information for your direct coordinator. In most cases, this will be Hope Council's Volunteer Coordinator, Kimberly Kane. Kimberly also serves as our Administrative Coordinator and can answer and assist with all Hope Council program & service questions.



Kimberly Kane, Coordinator
(262) 658-8166
kimberly@hopecouncil.org



Recognition & Benefits

At Hope Council, volunteers are essential partners in advancing our mission and strengthening community care. We are deeply grateful for the time, compassion, and expertise volunteers contribute, and we are committed to ensuring your experience is meaningful, supportive, and rewarding.

Hope Council values and celebrates volunteer contributions through:

- Recognition in newsletters, social media, and community communications (with permission)
- Volunteer appreciation events and informal celebrations
- Letters of recommendation or service verification upon request
- Opportunities to share feedback and help shape future volunteer initiatives
- Milestone recognition for hours of service and long-term commitment

While volunteer roles are unpaid, individuals often gain meaningful personal and professional benefits, including:

- Connection to a supportive, mission-driven community
- Opportunities to make a tangible impact on individuals and families
- Skill development in communication, outreach, advocacy, and risk reduction
- Exposure to behavioral health, prevention, and recovery support environments
- Networking with professionals and community partners
- Experience that may support educational, career, or certification goals
- Access to select trainings, educational resources, and learning opportunities
- Personal growth through increased empathy, perspective, and community engagement

Messages From Hope Council Volunteers:

“Volunteering here showed me what it really means to meet people where they are. It's not just service... it's connection, dignity, and hope.”
- Dawn W.

“I've volunteered in a lot of places, but this is the first time I felt like I truly belonged while making a difference.”
- Lori K.

FAQ



Q: What information am I allowed to share outside the organization?

A: None. Zip. Zilch. Hope Council fiercely protects the privacy of our clients and requires volunteers to uphold the same philosophy. **No information** may be shared about current or former clients outside of the organization.

Q: What community resources can I refer people to for additional help?

A: Hope Council will provide you with all training and resource information necessary for your role. We will not ask you to perform tasks you are not fully competent in, comfortable with, and trained for, we promise!

Q: Are there scripts or talking points for explaining the services?

A: Absolutely! Our goal is to make this experience as easy as possible. Staff will guide volunteers through all aspects of operations and you will never be left to “figure it out” on your own.

Q: How do I request letters of recommendation/confirmation of hours?

A: If there is a specific form that needs to be completed, please provide a copy to the Volunteer Coordinator or your direct point of contact. Documents that require only a signature/hour validation will be available within 1 business day. Letters or forms that require narrative responses will be available within 3 business days from the request. We welcome and appreciate samples and drafts to ensure alignment.

Q: What if I can't volunteer on a regular basis?

A: That's okay! Any amount of time or help is appreciated. Please reach out to us with your availability and we will find a spot for you.

Q: I'm not able to volunteer, how can I show my support for Hope Council?

A: You can make a meaningful impact by supporting our work financially. Visit hopecouncil.org/donate to contribute. Follow us on social media and share our messages, help spread the word!



Have more questions? Contact our Administrative & Volunteer Coordinator Kimberly Kane (262) 658-8166 | info@hopecouncil.org or stop in and visit us anytime!
6103 - 39th Ave. Kenosha, WI 53142



Service Opportunities

The following is a list of volunteer opportunities currently available that serve Hope Council's clients and advance the mission of the agency. This list is **not** meant to be all-inclusive, but is designed to help provide general ideas of areas and tasks volunteers can choose to do. If you have specialized skills and talents you'd like to share, please let us know - we **need** you!

Facilities & Maintenance

Indoor Cleaning

- Vacuum common areas and offices
- Clean bathrooms (sinks, toilets, mirrors)
- Wash windows (interior)
- Dust surfaces, baseboards, light fixtures
- Wipe down high-touch areas
- Mop lobby/entry/restrooms
- Deep-clean walls, vents, furniture

Outdoor Maintenance

- Pull weeds
- Maintain and care for planters/flowers
- Pick up debris - building/parking lot
- Clean exterior windows
- Rake/blow leaves

Youth & Family Services

Cleaning & Sanitizing

- Wipe down toys, shelves, tables
- Sanitize high-touch surfaces
- Vacuum and mop floors

Organizing

- Sort and organize toys, games, and books
- Check for missing pieces or damaged items
- Rotate books/games to keep space fresh
- Create themed play/activity bins
- Restock art supplies
- Create/refill visit activity kits

Program Enrichment

Stock Room Tasks

- Assemble kits (resource, hygiene, overdose)
- Organize stock room shelves & supplies
- Restock the Public Health Vending Machine
- Break down boxes and prepare recycling
- Supply counts / Inventory tracking
- Organize/track shirts, giveaways, and merch

Clerical & Administrative

- Prepare mailings (stuffing, labeling, sorting)
- Data entry
- Filing
- Document shredding
- Printing, laminating, or copying materials

Donation Coordination

- Sort, categorize, and store donations (winter gear, hygiene items, snacks, etc.)
- Donation solicitation/outreach
- Follow-up / Thank you notes



Continued...



Service Opportunities

Special Events

Preparation

- Assemble materials, packets, and giveaways
- Organize, pack, transport supplies
- Set up tables, tents, banners, and signs
- Prepare/transport mascot suit and supplies

Participation

- Greet visitors
- Support staff at booth/tables
- Assist youth & families with VR (Meta) goggles
- Distribute resources and giveaways
- Take photos (with consent)
- Assist mascot to navigate the event safely
- Manage sign-in sheets or surveys

Tear Down/Clean Up

- Break down tables and displays
- Pack up materials & supplies
- Load/unload & transport supplies
- Post-event cleaning & unpacking

Specialty Roles

Creative/Technical Support

- Cricut (cutting) projects (stickers, labels, etc.)
- Virtual Reality - VR Meta (technology)
- Carpentry, general assembly (shelves, misc.)

Community Outreach Helpers

- Distribute marketing/supplies
- Assist with public-facing outreach days
- Volunteer engagement/recruitment

Digital & Social Media Support

- Assist with social media posts and content ideas
- Capture event photos or short video clips
- Create simple graphics or layouts (Canva, etc)
- Support website updates (posting news, events)
- Contribute to newsletters (editing, formatting)
- Organize digital files, photos, and content folders

Group Projects (school/work/club)

- Deep-clean day
- Yard work / outdoor cleanup
- Kit-assembly / drive
- Holiday or event decorating



Have more questions? Contact our Administrative & Volunteer Coordinator Kimberly Kane at (262) 658-8166 or email info@hopecouncil.org.

Volunteer Policies & Procedures



We strive to maintain a safe, welcoming, and inclusive environment for everyone who walks through our doors. As a volunteer, you play an important role in upholding these standards, and we want you to know up front that you are not expected to be perfect.

There is a lot to remember, and we are here to help you every step of the way. Please ask questions anytime. We would much rather you ask than worry. Above all, we encourage you to simply treat others the way you would want to be treated, with patience, kindness, and respect.

Code of Conduct

Treat all individuals, including clients, staff, volunteers, and community members, with respect, empathy, and integrity. Your actions and words should reflect the mission and values of the Hope Council.

Safety

Follow all provided safety protocols and instructions. Report any hazards, concerns, or incidents to staff immediately so we can maintain a safe environment for everyone.

Anti-Discrimination and Confidentiality

The Hope Council is committed to creating an environment free from discrimination, stigma, and judgment. Volunteers must maintain strict confidentiality regarding all client information and interactions. I understand and agree to sign and follow the **Hope Council Confidentiality Agreement** at all times.

Using Respectful and Person-First Language

Someone you know is facing a substance use disorder right now, and the words we choose matter. How we talk about substance use in our everyday lives has a direct impact on whether people feel safe seeking help. Using appropriate, person-first language is one of the simplest and most powerful ways we can reduce stigma and support recovery for everyone.

DON'T FORGET TO HAVE FUN!



Volunteer Name (Print) _____

Volunteer Signature _____ Date: _____

Staff Name (Print) _____

Staff Signature _____ Date: _____



Confidentiality Agreement

It is understood and agreed to that the below identified person (recipient) may receive certain information from the Hope Council on Alcohol & Other Drug Abuse, Inc. (discloser) that is and must be kept confidential. To ensure the protection of such information and to preserve any confidentiality necessary, it is agreed that

1. The Confidential Information to be disclosed can be described as and includes: Names and all other identifying demographics of any client of the Hope Council on Alcohol & Other Drug Abuse, Inc.
2. The Recipient agrees not to disclose the confidential information obtained from the discloser to anyone unless required to do so by law and in full accordance with all applicable provisions of **42 C.F.R. Part 2, 45 C.F.R. Parts 164 and 170, Wis. Stat. §§ 51.30, 146.816, and 146.82, and Wis. Admin. Code chs. DHS 62.13 and DHS 92.**
3. This Agreement states the entire agreement between the parties concerning the disclosure of Confidential Information. Any addition or modification to this Agreement must be made in writing and signed by the parties.
4. If any of the provisions of this Agreement are found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision(s) shall be deemed modified to the limited extent required to permit enforcement of the Agreement as a whole.

WHEREFORE, the parties acknowledge that they have read and understand this Agreement and voluntarily accept the duties and obligations set forth herein. Further, the parties agree that comprehensive training on all matters related to confidentiality in accordance with **42 C.F.R. Part 2, 45 C.F.R. Parts 164 and 170, Wis. Stat. §§ 51.30, 146.816, and 146.82, and Wis. Admin. Code chs. DHS 62.13 and DHS 92** have been delivered by the discloser and the recipient has a full understanding of this training, its documentation, and their duties in protecting such information.

Recipient of Confidential Information

Name (Print or Type): _____

Signature: _____

Date: _____

Discloser of Confidential Information

Name (Print or Type): Hope Council on Alcohol & Other Drug Abuse, Inc. _____

Signature: _____

Date: _____

**This document MUST be signed before volunteer work can begin.
This document must be on file at the Hope Council office and remains in effect indefinitely.
Confidentiality training will be provided in accordance with this document during orientation,
please feel free to ask any questions you may have at any time regarding confidentiality.**