

# VOLUNTEER HANDBOOK



**Embrace<sup>SM</sup>  
Families**

Building Stronger Communities

**Orange, Osceola and Seminole Counties**



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# WELCOME TO EMBRACE FAMILIES



Dear Volunteer,

Thank you for your interest in volunteering for Embrace Families. Your commitment and service are highly valued by both our staff and the children and families we serve. With all of the options you have for contributing your time and talent, we are delighted that you have chosen to work with Embrace Families.

Volunteers like yourself truly make a difference. Our talented program managers look forward to working alongside you as we strive to make things better for our community's children.

Again, thank you for your willingness to serve. We sincerely appreciate your efforts and hope that your experiences with us will be enlightening, educational, and most of all, rewarding.

Sincerely,

Glen Casel  
President & CEO

# SERVICE CENTERS, CONTACTS & CLOSURES

## Service Centers

Administrative Support Center  
901 N. Lake Destiny Road, Suite 400  
Maitland, FL 32751  
321.441.2060

Osceola Service Center  
111 E. Monument Ave, Suite 501  
Kissimmee, FL 34741  
321.442.8487

Orange West Service Center  
5749 Westgate Drive, Suite 200  
Orlando, FL 32835  
321.441.1567

Children's Advocacy Center Osceola  
110 West Neptune Road  
Kissimmee, FL 34741  
407.742.1545

Orange East Service Center  
4001 Pelee Street  
Orlando, FL 32817  
321.207.8200

Seminole Service Center & Pathways to Home  
2921 S. Orlando Ave, Suite 150  
Sanford, FL 32773  
407.688.9650

Service Centers hours: 8:00am - 5:00pm Monday through Friday

## Contacts

Volunteer Coordinator	Sofia Julien	321.441.2060
Mentor Coordinator	Hope Reid	407.600.4199
Special Events	Libby Allison	321.441.2060
HR Director	Catherine Grobmyer	321.441.2060
Emergencies		911

## Closures

The Embrace Families offices close for nine (9) holidays during the calendar year. If a recognized holiday falls on a weekend, the organization determines an alternate day that the holiday will be observed. Observed holidays are as follows:

- New Year's Day - January 1
- Martin Luther King, Jr. Day - Third Monday in January
- Memorial Day - Last Monday in May
- Independence Day - July 4
- Labor Day - First Monday in September
- Thanksgiving Day - Fourth Thursday in November
- Day after Thanksgiving
- Christmas Eve - December 24
- Christmas Day - December 25

In the event of inclement weather, power or other utility failure, fire, flood, or other emergency, Embrace Families may temporarily close one or all of its offices. Your point of contact will advise you, as needed, of procedures to be followed during office closures.

## PURPOSE OF HANDBOOK

This Volunteer Handbook is designed to provide you with the information you need as you begin your volunteer service with Embrace Families. Please take the time to familiarize yourself with this information, and continue to use it as a reference throughout your volunteer experience. In particular, please carefully review sections detailing the specific and necessary requirements to assist us with safeguarding the safety and privacy of those we serve.

No handbook can answer all the questions you might have about our agency and the full scope of work that we do. It is our hope that this resource will allow you to feel comfortable volunteering with us and provide a working knowledge of who we are.

We depend on you – your success is our success. Please don't hesitate to ask questions. We believe you will enjoy your volunteer work here. We also believe you will find that Embrace Families is worthy of the time you invest.

In creating this handbook, we have avoided the use of specific gender pronouns wherever possible. However, where such avoidance would have led to very awkward sentences, we have used the masculine pronoun. This use should be considered to refer to any identified genders.

This handbook supersedes all previous organization volunteer handbooks and policies. In addition, this handbook supersedes all prior management memos to the extent that such memo contradicts a subject or policy covered herein.

For purposes of this handbook, Embrace Families and its affiliated companies will be referred to as Embrace Families. The affiliated companies included in our network are: Embrace Families Community Based Care, Embrace Families Solutions, and Embrace Families Foundation.



# ABOUT EMBRACE FAMILIES

At Embrace Families, we believe all kids deserve to grow up in safe, stable, and loving homes. That's why we work hard to find strength-based solutions that put each child's well-being first. We begin by helping families overcome the root causes of abuse and neglect through programs that offer case management and other community-driven solutions. And, when a child can't remain safely in their home, we support them through foster care, adoption and beyond to ensure that children in bad situations move toward brighter futures.

## Our Vision

Every child has a safe, stable, loving home and a path to a bright future.

## Our Mission

We are champions for children. In collaboration with our partners, we empower children and families to transform their lives through innovative, community-driven solutions.

## Our Structure

Our commitment to keep struggling families intact and improve outcomes for children, teens and young adults extends beyond the scope of traditional child welfare services. In expanding our offerings to meet these enhanced needs, we've created an organizational structure that mirrors our commitment. Guided by a single vision, Embrace Families operates a centralized network of individual companies, each serving a distinct role.

The independent companies that operate as part of Embrace Families work collaboratively to meet the diverse needs of those we serve. Our major companies include the following:

### EMBRACE FAMILIES COMMUNITY BASED CARE

As the region's lead agency for child welfare, Embrace Families CBC works with a collaborative network of state, local and private partners to ensure that every child in our community has a safe and stable home. Embrace Families CBC provides strategic management, support and advocacy for a child welfare operations network serving thousands of Central Florida children each day.



### EMBRACE FAMILIES SOLUTIONS

Through grants and private philanthropy, Embrace Families Solutions operates programs outside of the traditional confines of child welfare, which are designed to fill critical gaps and strengthen the system of care. A variety of diversion programs are available to serve at-risk families and youth before they enter the child welfare system. These include family homelessness prevention, youth mental health support, and child abuse survivor support.

### EMBRACE FAMILIES FOUNDATION

Embrace Families Foundation supports our mission to provide a unique system of care for vulnerable children and youth through strategic community engagement aimed at enhancing the organization's resources. The Foundation oversees community investment in the form of time, money, events and services to ensure positive outcomes for youth in the foster care system.

## Our Values

**We embrace a child-centered, family-driven** model of practice that respects the strengths, perspective and voice of all, engaging and empowering each individual to reach their unique goals.

**We embrace meaningful and healthy collaboration** among our colleagues, partners, stakeholders, and the community. We believe the best solutions originate from diverse talents, temperaments and life experiences.

**We embrace innovation**, championing change and visionary ideas. We believe in pursuing opportunities through prudent risk-taking, carefully building the resources necessary to create new solutions.

**We embrace integrity** and honor our commitments by not compromising our ethics and moral principles. We speak the truth, keep our promises, and take responsibility for our actions.

**We embrace accountability** and serve as good stewards of all assets entrusted to our organization. We believe in sharing information frequently and with complete transparency.

**We embrace mutual respect**, recognizing that our organization is strengthened by our shared commitment to each other, recognition of individual needs, and thoughtful consideration of differing perspectives.

## Our History

**1997:** Legislative mandate passed to create a community based system of care.

**2000:** Governor Jeb Bush launched comprehensive redesign of Florida's Child Welfare System.

**2004:** Began operations as Community Based Care of Seminole County, serving as the CBC lead agency in Seminole.

**2005:** All DCF children were cared for by Florida's CBC lead agencies.

**2006:** Became manager of the "CBC Partnership," a Medicaid project serving mental health needs throughout portions of the State.

**2011:** Selected by DCF as lead agency for tri-county region (Orange, Osceola, Seminole); Became CBC of Central Florida.

**2013:** Reorganized into "family of companies" design; Redesigned Medicaid project to be full service and statewide.

**2018:** Rebid and secured funding for CBC, Keys to Independence and CBC Integrated Health.

**2019:** Rebranded to Embrace Families.

# VOLUNTEERS

Embrace Families volunteers support a multi-faceted organization that now serves over 8,700 children and their families each year. They are involved with everything from teaching important life skills to youth as mentors, assisting with special events, serving as board members or on committees, collecting donations, increasing awareness, and providing direct support to foster families.

Our volunteers will tell you that their biggest reward comes from helping others, but the experience offers much more. Whether they work directly with our youth and families, or support the mission by collecting toys during the holidays or assisting with a fundraising event, volunteers gain a better understanding of the community in which they live, as well as the difference one caring individual can make.

As a volunteer you will:

- Receive assistance in finding the ideal spot for your time and talent;
- Share your knowledge, wisdom, and experience with others;
- Enjoy the satisfaction that comes with helping those in need;
- Remain an active and vital member of the community;
- Meet new people, develop new skills, and discover new experiences;
- Receive recognition for your services to the community.

## Recognition

Embrace Families honors our active volunteers and mentors during an annual recognition event. All those who have reported their hours to the Embrace Families office during the fiscal year are invited. This is a special time for Embrace Families to show its appreciation and support for your time and service.

Volunteers are also recognized on an ongoing basis through newsletters, social media, annual reports, public relations, website posts and other promotional resources.





## Expectations

### *What You Can Expect From Embrace Families*

Embrace Families is committed to creating a safe, supportive, and caring volunteer experience where we learn from each other and grow in service to our community. Here is what you can expect from us:

- Respectfulness of your commitment, time, and confidentiality;
- To be part of a team;
- Ongoing support from the Embrace Families staff;
- An inclusive, welcoming culture;
- To be recognized and appreciated for your work;
- The right to say no to projects and tasks that make you uncomfortable;
- Safe and available channels to provide feedback concerning your volunteer capacity;
- Access to tools, information and guidance needed to adequately perform your volunteer duties

### *What Embrace Families Expects From You*

We rely on you to ensure our success. Here is how we ask you to work with us.

- Honor your commitment to our program;
- Cooperate with Embrace Families staff and fellow volunteers;
- Be prompt and reliable;
- Notify us of any changes to your commitment as a volunteer;
- Keep all information about children and families confidential;
- Maintain a respectful relationship with any clients, staff members, or fellow volunteers with whom you come in contact;
- Adhere to Embrace Families' policies and procedures;
- Accurately report your volunteer time and activities;
- Communicate promptly to your Embrace Families point of contact if you experience any difficulties;
- Treat all people with patience and respect;
- Communicate promptly to your Embrace Families point of contact if you experience or witness an injury, accident, or incident causing bodily harm;
- Communicate promptly to your Embrace Families point of contact in regards to any physical limitations or restrictions that would prevent you from conducting certain activities.



## Opportunities

Due to the nature of the services that we provide, a volunteer's capacity to conduct certain tasks may be limited. We like to "think outside the box" as much as possible and we encourage our community volunteers to approach us with their own strengths and ideas about how they would like to contribute.

If you identify a way to help, let your Embrace Families point of contact know.

Below are some examples of ways volunteers can help.

- Mentor
- Special events & fundraising
- Board of Directors
- Internship
- Clerical/administrative support
- Holiday toy and food collections

## VOLUNTEER POLICIES

### Non-Discrimination and Anti-Harassment

Embrace Families provides equal opportunities without regard to race, color, religious creed, sex, national origin, ancestry, citizenship status, pregnancy, childbirth, physical disability, mental disability, age (40 or older), military status or status as a Vietnam-era or special disabled veteran, marital status, registered domestic partner or civil union status, gender (including sex stereotyping and gender identity or expression), genetic information, medical condition (including, but not limited to, cancer related or HIV/AIDS related) or sexual orientation, in accordance with applicable federal, state, and local laws.

It is the policy of Embrace Families to maintain a work environment that encourages mutual respect, promotes respectful and congenial relationships between persons that are free from all forms of harassment by anyone, including supervisors, co-workers, vendors, contractors or clients. Harassment, even when not unlawful or directed at a protected category, is expressly prohibited and will not be tolerated by Embrace Families. Accordingly, Embrace Families management is committed to vigorously addressing complaints of harassment and sexual harassment at all levels within the organization. Reported or suspected occurrences of harassment will be promptly and thoroughly investigated. Following an investigation, Embrace Families will immediately take any necessary and appropriate disciplinary action.

For more information on this policy, please refer to Embrace Families HR Policy 1102, "Non-Discrimination and Anti-Harassment."

## **Relative Volunteers**

Volunteers who are related, as defined in the Embrace Families' Nepotism policy, are permitted to work in the same facility, provided no direct reporting or supervisory/management relationship exists. That is, no volunteer is permitted to work within the "chain of command" of a relative such that one relative's work responsibilities, salary, or career progress could be influenced by the other relative.

No relatives are permitted to work in the same department or in any other positions in which the organization believes an inherent conflict of interest may exist.

For more information about this policy, please refer to HR Policy 1127, "Nepotism."

## **Age Limitations / Recruitment of Minors**

Volunteers under the age of 18 must have the written consent of a parent or guardian before volunteering. The volunteer duties assigned to a minor will comply with all appropriate laws and regulations on child labor.

## **Attendance and Absenteeism**

We depend on our volunteers to complete their scheduled shifts. We understand, from time to time, certain situations may arise that prevent you from doing so. In those circumstances, we request that you alert your point of contact of any scheduled absences, in advance or as soon as possible, so that an appropriate substitute may be found, if needed.

## **Ending Your Volunteer Service**

You may resign from your volunteer service with Embrace Families at any time. We request that you notify your designated point of contact with as much advance notice as possible. You may be asked to complete an exit interview or survey so that useful information about your volunteer experiences can be gathered and that any needed improvements can be made.

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the situation will be made. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, and disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of the Embrace Families Volunteer Handbook.



# GENERAL POLICIES

## **Orientation**

All volunteers receive an orientation, which will include information about Embrace Families, our policies and procedures for volunteers, and requirements for the position they are accepting.

## **Confidentiality Agreement**

It is mandatory that all volunteers maintain strict confidentiality concerning clients served, in compliance with Florida and Federal law. It is the policy of Embrace Families to comply with the requirements for the Corporation for National and Community Service (CNCS) for responding to and reporting breaches of Personally Identifiable Information (PII).

## **Standard of Appearance**

We ask that that volunteers dress appropriately for duties assigned. Apparel and grooming should reflect cleanliness, modesty, professionalism and safety. For example, physical work requires clothing that is comfortable and durable. Please know that, as a volunteer with Embrace Families, you are an example of the core values of Embrace Families and need to represent our agency well within the community.

For more information about the Embrace Families Dress Code, please refer to HR Policy 1124, "Employee Dress Code."

## **Time Reporting and Tracking**

For state and federal reporting purposes, it is required that all volunteers track their volunteer activities and time spent on these activities. Volunteers can submit their hours via Embrace Families' volunteer management database system called Get Connected. To create an account and begin logging hours, please go to: <https://embracefamilies.galaxydigital.com/user/register/>

Volunteers can also submit their hours via the Get Connected mobile app. To download, visit the Google Play Store or Apple App Store and search "Volunteer Get Connected." Alternatively, volunteers can submit time sheets monthly (at a minimum) to their point of contact. See Sample Time Sheet on page 18.

## **Conflict of Interest**

Embrace Families and its volunteers are expected to always act in the best interest of the organization and are encouraged to take steps to avoid conflict of interest, or even the appearance of conflict of interest, by disclosing any potential conflicts immediately to the organization.

If a conflict of interest arises while volunteering for the organization, the volunteer is required to disclose this conflict to their Embrace Families point of contact. Safeguards will be established to protect all parties involved and management will make adjustments to work activities, provided adjustment need to be made.

## **Drug Free Workplace**

It is the policy of Embrace Families to maintain a drug and alcohol free workplace. For the purposes of this policy, “workplace” is defined as the organization’s properties, locations where Embrace Families-sponsored and/or client-sponsored activities are held, and any other site for performance of work on behalf of the organization. Embrace Families vehicles, as well as private vehicles parked on Embrace Families premises, are locations within these prohibitions.

In addition, Embrace Families strictly prohibits any staff or volunteer from being at work, performing work for Embrace Families, representing Embrace Families, and/or operating a motor vehicle while under the influence of alcohol, drugs, or controlled substances, as defined in schedule I through V of the Controlled Substances Act, 21 U.S.C. 812. Sec. 812, 21 C.F.R. Sec 1308, and the state and local law of the jurisdiction where the workplace is located, including, but not by way of limitation, marijuana, opiates (e.g., heroin, morphine), cocaine, phencyclidine (PCP), and amphetamines. However, the use of prescription drugs, when taken as directed by a duly licensed physician, shall not be a violation of this policy. For more information about the Embrace Families Drug Free Workplace Policy, please refer to HR Policy 1121, “Substance Abuse Prevention-Drug Free Workplace.”

## **Personal Belongings**

Volunteers are cautioned not to bring valuables into the building or on site unless necessary. Embrace Families cannot be responsible for loss of personal property.

## **Background Checks and Fingerprinting**

Certain volunteer positions may require you to complete fingerprinting and background screening. If this applies to you, you will be notified by the appropriate Embrace Families staff member and asked to complete additional paperwork.

## **Safety and Security**

It is the intent of Embrace Families to provide a safe and secure workplace for employees, volunteers, clients, customers of clients, visitors and others with whom we do business. Everyone within Embrace Families shares responsibility to identify and alleviate safety concerns and threatening or violent behaviors.

## **Responsibilities of the Volunteer**

- Obey the safety rules.
- Immediately report any threatening or violent behaviors.
- Keep work areas clean and free from slipping or tripping hazards.
- Use prescribed personal protective equipment.
- Immediately report all malfunctions to a supervisor or your point of contact.
- Use care when lifting and carrying objects.
- Observe restricted areas and all warning signs.
- Know emergency procedures.
- Report unsafe conditions to a supervisor or your point of contact.
- Promptly report every accident and injury to a supervisor or your point of contact.
- Follow the care prescribed by the attending physician when treated for an injury or illness.
- Participate in accident investigations as needed.

For more information about this policy, please refer to Building & Facilities Management Policy 1400, "General Health and Safety" and Policy 1407, "Maintenance of a Safe, Hygienic Environment."

### **Volunteer Tax Deductible Expenses**

IRS laws may allow volunteers who itemize income taxes to deduct some expenses associated with their volunteer service. Volunteers should keep records of their expenses, including the name of the organization for which they volunteer and the details of the contribution, including non-cash donations, mileage, transportation, and out-of-pocket expenses.

For more information, contact your financial advisor or tax consultant.

### **Insurance**

Liability and accident insurance is provided for all designated, recorded volunteers engaged in agency business. Embrace Families insurance is in excess of your personal insurance. Specific information regarding such insurance is available from the volunteer coordinator. Please contact your insurance agency regarding your primary coverage for accident, liability, and automobile insurance.

### **Incident Reporting**

If a volunteer or client is injured in the course of volunteer service, it is important that the volunteer notify their point of contact immediately. Their Embrace Families contact will assist the volunteer in completing a required agency incident report.



## **Network Code of Conduct and Use of Communication Systems**

In the event a volunteer is given access to the Embrace Families Internet, network and/or communication systems, it is required that they follow the policies around acceptable use of these systems.

- Volunteers are responsible for seeing that the Internet is used in an effective, ethical and lawful manner.
- The Internet should not be used for personal gain or advancement of individual views.
- Solicitation of non-organizational business, or any use of the Internet for personal gain, is strictly prohibited.
- Each volunteer is responsible for the content of all text, audio or images that they place or send over the Internet. Fraudulent, harassing, or obscene messages are prohibited.
- All Internet and communication system messages created, sent or retrieved are the property of Embrace Families, and should be considered public information.
- Volunteer shall not attempt to gain access to another volunteer's or employee's personal communications system and messages.

For more information about this Embrace Families policy, please refer to Data Collection, Records and Reporting Policy 910, "Use of Information System Resources."

## **Code of Conduct and Ethics**

As an Embrace Families team member, volunteers are expected to follow acceptable business principles in matters of conduct and exhibit a high degree of integrity at all times. This not only involves sincere respect for the rights and feelings of others, but also demands that the volunteer refrains from any behavior that might be harmful to themselves, our clients, fellow volunteers and Embrace Families co-workers.

Some examples of behavior and conduct that are not appropriate include.

- Dishonesty, including falsification of time cards or other documents and misrepresentation of any fact to or on behalf of Embrace Families.
- Theft, misappropriation of property, or intentionally damaging property belonging to a client, Embrace Families, a visitor, etc.
- Disrespectful actions or words directed to a client, visitor, co-worker, supervisor, outside agency worker, or volunteer at any time.
- Fighting, disorderly conduct, rude boisterous play, practical jokes, or pranks, while performing Embrace Families business or while on Embrace Families property.

It is also expected that volunteers follow the expectations of everyday professional conduct outlined in HR Policy 1101, "Code of Ethics".

# ACKNOWLEDGEMENTS

## Release and Waiver of Liability

As a volunteer, I do release for myself and my legal representatives, spouse, heirs and assigns, and forever discharge and hold harmless Embrace Families and its officers, directors, trustees, employees, agents, insurers and representatives, successors and assigns from any and all liability claims and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from my activities with Embrace Families.

I understand that this Release discharges Embrace Families from any liability or claim that I may have against Embrace Families with respect to any bodily injury, personal injury, illness, death, property damage, end/or property damage that may result from my activities with Embrace Families, whether caused by the negligence of Embrace Families or its officers, directors, employees, or agents or otherwise. I agree not to bring any action against Embrace Families for any such injury or damage. I also understand that Embrace Families does not assume any responsibility for, or obligation to, provide financial or other assistance, including but not limited to medical, health or disability insurance in the event of injury or illness.

I understand that if I am injured in the course of my volunteering, I am not covered by Embrace Families' Workers Compensation Program or other insurance. I authorize Embrace Families to seek emergency medical treatment on my behalf in case of injury, accident or illness to me arising from my involvement as a volunteer. I understand that I will be responsible for medical costs incurred by such accident, illness or injury. I understand that the activities may include work that may be hazardous to me. I assume the risk of injury or harm in the activities and release Embrace Families from all liability for injury, illness, death, or property damage resulting from the activities. I understand and acknowledge that I may decline any volunteer role or position at any time if I feel such role or position presents a risk to health or safety or for any other reason. I agree to advise Embrace Families of any preexisting conditions that would preclude involvement in any activity.

## Photography Release

I hereby give my permission to Embrace Families to use my image or likeness in its publications, advertising, or other media activities, including the Internet, for the purposes of publicizing its programs and fundraising and waive all rights to compensation. I also waive the right to inspect or approve the finished product wherein my image or likeness appears. I also understand that I may request cessation of photography at any time.

## Confidentiality Agreement

I understand and agree that all information I may see relating to child abuse records and clients, individually or in aggregate, is to be held confidential in compliance with Florida Statute 39.202, which states "A person who knowingly or willfully makes public or discloses to any unauthorized person any confidential information" is subject to criminal prosecution. I further agree to treat any such information on clients that should come to my attention and knowledge as privileged and confidential, and that I will not disclose such information to anyone other than authorized persons.



# VOLUNTEER HANDBOOK RECEIPT ACKNOWLEDGEMENT

I understand that the information contained in the Volunteer Handbook represents guidelines for Embrace Families and that Embrace Families reserves the right to modify the Volunteer Handbook or amend or terminate any policy, procedure, or volunteer benefit at any time.

I understand that volunteering with Embrace Families is not for a specified term and is at the mutual consent of Embrace Families and myself.

I further acknowledge that I have received copies of the policies listed in Addendum 2: Policy Statements; and that I understand where to locate complete versions of each policy and procedures listed in Addendum 2 on the [EmbraceFamilies.org](http://EmbraceFamilies.org) website.

I understand that failure to comply with these policies, and the policies listed in the Embrace Families Volunteer Handbook, may result in dismissal from my volunteer position.

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My signature below acknowledges that I have received, read, and understand the requirements and expectations outlined in the Embrace Families Volunteer Handbook ("the Handbook"), version dated January 2022.

---

Print Name

---

Signature

---

Date

# ADDENDUM 1: SAMPLE TIME SHEET



NAME: \_\_\_\_\_

COMPANY: \_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

EMBRACE FAMILIES CONTACT: \_\_\_\_\_

PROGRAM: \_\_\_\_\_

Scope of work: *(please select one)*

- General volunteer   
  Staff volunteer   
  Specialized skill volunteer  
*(i.e. accounting, computer programming, etc.)*

<b>DATE</b> mm/dd/yy	<b>TIME</b> 12:30 am - 12:30 pm	<b>ACTIVITY</b>	<b>DESCRIPTION</b>	<b># OF HOURS</b>

**TOTAL HOURS VOLUNTEERED**      **0.0**

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Volunteer Signature

Date

Embrace Families Contact Signature

Date

## ADDENDUM 2: POLICY STATEMENTS

### **HR Policy 1124, “Employee Dress Code” - Revised 4/10/2017**

It is the policy of Embrace Families to require appropriate appearance and dress code for employees, interns and volunteers. Staff are expected to maintain a professional image while working in the office and while attending company events, seminars, training, conferences or meetings on or off-site.

### **HR Policy 1102, “Non-Discrimination and Anti-Harassment” – Revised 2/15/2017**

It is the policy of Embrace Families to maintain a work environment in which all individuals are treated with respect and dignity and respect each other’s right to work in an atmosphere that promotes equal opportunities and prohibits discriminatory practices.

### **HR Policy 1101, “Code of Ethics” – Revised 2/15/2017**

It is the policy of Embrace Families to establish a Code of Ethics to serve as a guide for the everyday professional conduct of its employees.

### **HR Policy 1121, “Substance Abuse Prevention Drug Free Workplace” – Rev 4/13/2017**

It is the policy of Embrace Families to comply with the Substance Abuse Prevention/Drug-Free Workplace Program requirements to ensure a safe work environment within Embrace Families, that is to strictly prohibit the manufacture, distribution, dispensation, possession or use of illegal drugs, non-prescribed controlled substances, or alcohol in our workplace, on Embrace Families business or while operating an Embrace Families or leased vehicle. Embrace Families is committed to preventing drug and alcohol use in our workplace.

### **HR Policy 1127, “Nepotism” – Revised 4/12/2017**

It is the policy of Embrace Families to consider relatives of current employees for employment unless it creates an actual or perceived conflict of interest, or poses a concern about favoritism. This policy applies to all categories of employment at the Organization, including regular, temporary, and part-time classifications as well as volunteers and interns.

Job applicants and employees are hereby notified of the existence of the Drug Free Workplace program rules set forth in the Florida Statutes, chapter 440.102, et seq. and the Florida Administrative Code, Chapter 59A-24, et seq. governing the Drug Free Workplace Standards. The company’s policy complies with these requirements, and will be interpreted consistent with these guidelines. In the event that a provision of the policy conflicts with applicable law and regulations, such law and/or regulation will be deemed to control. The company does not have any collective bargaining agreements.

### **Policy 910: Data Collection, Records and Reporting, “Use of Information System Resources” – Revised 05/2017**

It is the policy of Embrace Families to establish a standard for the acceptable use of computer resources for the family of companies, employees, volunteers, and partner agencies such as Case Management Agencies (CMAs).

### **Policy 1400: Building and Facilities Management, “General Health and Safety” - Revised 3/8/2010**

It is the policy of Embrace Families to conduct its business in a manner that ensures the safety of employees, clients, volunteers, and the general public.

### **Policy 1407: Building and Facilities Management, “Maintenance of a Safe, Hygienic Environment” - Revised 3/2010**

It is the policy of Embrace Families to maintain a clean and safe environment for all employees and volunteers, and for all children and families served.

**ADMINISTRATIVE SUPPORT**

901 N. Lake Destiny Road, Suite 400 Maitland, FL 32751  
321.441.2060 Fax 407.681.0560

**CHILDREN'S ADVOCACY CENTER OSCEOLA**

110 West Neptune Road Kissimmee, FL 34741  
407.742.1545

**EAST ORANGE COUNTY**

4001 Pelee Street Orlando, FL 32817  
321.207.8200

**WEST ORANGE COUNTY**

5749 Westgate Drive Orlando, FL 32835  
321.441.1567

**OSCEOLA COUNTY**

111 E. Monument Ave, Suite 501 Kissimmee, FL 34741  
321.442.8487

**SEMINOLE COUNTY**

2921 S. Orlando Drive, Suite 150 Sanford, FL 32773  
407.688.9650



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Families**

Building Stronger Communities

