

Hastings Family Service

Volunteer Handbook



Hastings Family Service

301 Second Street E, Hastings, MN 55033 | P: 651-437-7134 | hastingsfamilyservice.org

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Welcome

It is our pleasure to welcome you as a member of the Hastings Family Service volunteer team. Volunteers are at the core of everything we do here at HFS. They provide the essential services that allow us to further our mission and help create a better community. Hastings Family Service depends on volunteers and values their contributions. You are an integral part of a dynamic volunteer organization that provides a range of emergency, supportive, and community services to assist and guide neighbors from the Hastings area who lack food, clothing, shelter, support or transportation. It is our hope that you find your volunteer experience rewarding and enjoyable.

As a volunteer of Hastings Family Service, you are our representative out in the community. We ask that you learn about the programs and services we offer, and not just the area you are assigned to. We want to empower and inform you so you may speak knowledgeably about Hastings Family Service in the community, and we welcome your feedback and suggestions.

The Volunteer Handbook provides answers to many of the questions you may have about Hastings Family Service and our volunteer program. It covers policies and procedures, and our mutual responsibilities. You are responsible for reading and understanding the Volunteer Handbook, and for adhering to all policies and procedures. If anything is unclear, please discuss the matter with the Volunteer Coordinator.

The information included in the Volunteer Handbook may change. Every effort will be made to keep you informed of any updates.

We depend on you—your success is our success. Please do not hesitate to ask questions or voice any concerns you may have. We believe you will enjoy volunteering with Hastings Family Service and quickly realize the impact you are making in the community.

Thank you so much for joining our team!

Sincerely,

Maggie Cichosz
Volunteer & Communications Coordinator



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About Hastings Family Service

Our Mission:

The people of the **HASTINGS** area reaching out as **FAMILY** in support and **SERVICE** to one another.

Our Values:

- We see the person before the problem.
- We partner with those we serve and expect them to provide for themselves to the best of their ability.
- We offer help and hope.
- We respect the dignity of each individual and respect their privacy.
- We are good stewards of our resources.
- We believe working together makes our community stronger.

Our History:

Hastings Family Service got its start in the late 1960s when the local schools contacted a community member, Dawn Sheridan, to see if she could provide assistance for children who were coming to school without appropriate clothing and coats. Dawn enlisted the help of her friend Mary Jean Engstrom and began gathering and distributing clothing from her basement. They began discussing the broader needs of the community with Virginia McHale, Chamber Director, and Lew Linde, a local attorney. Hastings Family Service (then known as the Clothes Closet) was incorporated as a Minnesota nonprofit organization by these four founders on April 21, 1970. The United Way of Hastings provided a \$1500 grant to secure a rental space, and Dawn Sheridan Beedle became its first Executive Director.

Throughout the years, Hastings Family Service has grown into a major non-profit agency providing food, clothing, and other services to individuals and families in need. Volunteers have always been the backbone, the driving force, and un-sung heroes of HFS. In its over forty-seven years of existence, hundreds of volunteers have carried out the day-to-day operations to make sure things run smoothly and services are delivered.

Who We Serve:

Hastings Family Service provides services for person(s) who live within Independent School District 200, this area includes: The cities of: Hastings, Hampton, New Tier, Miesville and Vermillion and portions of these townships: Denmark, Douglas, Hampton, Marshan, Nininger, Ravenna and Vermillion Townships.



Programs and Services

The Market (Food Shelf):

The Hastings Family Service Food Shelf- The Market provides people in need of emergency, short-term assistance with a seven-day supply of groceries including: fresh or frozen meat, fruit and vegetables, canned and packaged food items and personal care items. In addition, individuals may receive a voucher to a local grocery store for perishable items or to address special dietary needs. Emergency bags of food for 1,2, or 3 days are also provided.

Emergency Assistance:

Hastings Family Service provides grants and vouchers to individual and families in emergency situations. Grants and vouchers may be provided to assist with some expenses such as housing, utilities, automobile repairs, gas, prescriptions, diapers, formula, and household items.

Meals on Wheels:

In partnership with Allina Health Regina Hospital this program provides hot meals and a safety check for the elderly, people living with a disability or recovering from surgery.

Just Friends:

Just Friends provides transportation, and assistance with grocery shopping to enhance the quality of life for people in the Hastings community.

Project Share:

Families in need may receive food and gifts during the Holidays. Businesses, churches, schools, and individuals make donations, fundraise, adopt families, host gift trees, and participate in toy and food drives to help their neighbors.

School Supply Assistance:

A backpack filled with school supplies is provided at the beginning of the school year for children at all grade levels who need them.

Rivertown Treasures- Your Hometown Thrift Store:

Clean, seasonal, carefully inspected, gently used clothing and household items are provided at no cost to those who need assistance. Merchandise is also available for sale to the public and all store revenue supports HFS programs. 100% of the inventory is donated by the community.

Business Center:

Hastings Family Service provides faxing, copying, use of a computer and phone free of charge for business purposes.

Assistance for Those Experiencing Homelessness:

Hastings Family Service provides help with emergency needs of those experiencing homelessness.

Volunteer Program

Our Volunteer Vision:

Hastings Family Service believes that volunteers bring unique skills and diverse perspectives that are vital to the success of our mission. We strive to create a fulfilling opportunity where volunteers:



Share a common understanding of our mission and values.



Participate through diverse, mission-focused opportunities.



Are valued for their unique talents and they are utilized appropriately.



Are trained, supported, and evaluated in their work.



Are empowered to be advocates for Hastings Family Service in the community.

Volunteer Rights & Responsibilities:

A volunteer's rights

- The right to feel safe.
- The right to information about your volunteer role or project.
- The right to feel valued.
- The right to have input on your volunteer role.
- The right to leave.

A volunteer's responsibilities

- The responsibility to communicate your needs.
- The responsibility to follow through on your obligations.
- The responsibility to not promise what you can't deliver.
- The responsibility to honor Hastings Family Service's investment in you.
- The responsibility to take care of yourself.

Volunteer Age Requirements

Due to confidentiality and safety, most of our positions require volunteers to be at least 18 years of age. Volunteers age 12 and older may participate during our Youth & Short Term Volunteer Days and during certain designated special events and projects. Youth volunteers age 15 or younger must be accompanied by one adult over the age of 21 for every five youth.

Training

All ongoing volunteer positions require the following training:

- Orientation
- One on one training with program staff
- Completion of 1-4 training shifts (depending on position) with a peer trainer
- Independent online training (requirements vary by position)

Throughout your volunteer service you may be required to participate in additional trainings either online or in person.

Nametags

Hastings Family Service will provide all ongoing volunteers with a nametag (personalized or generic). Volunteers are expected to wear a nametag at all times while conducting their volunteer service.

Recording Hours

Volunteers are required to record their volunteer hours each time the volunteer. Volunteers who work on-site or at Meals and Wheels should record their hours on the provided sign-in sheets. Just Friends volunteers are expected to record their hours on an activity sheet and turn it in monthly. Any volunteers who are doing work from home should send in their hours electronically.

Rivertown Treasures Discount

Volunteers are given a 50% discount on all items purchased at Rivertown Treasures. This discount cannot be combined with other store sales. An item must be on the store floor for a minimum of four hours before being purchased by a volunteer or staff.

Stay Connected

Hastings Family Service uses email frequently to communicate with volunteers. We request that volunteers check their email regularly. If a volunteer does not have access to email, HFS will contact volunteers via phone or postal mail. Hastings Family Service is on Facebook, Twitter, and Instagram and volunteers are encouraged to follow us on all social media platforms. In addition, there is a closed *Volunteers of Hastings Family Service* Facebook group for volunteers to connect with each other and staff.

Volunteer Policies & Procedures

Attendance & Absenteeism:

As a volunteer we depend on you to complete your scheduled shifts. We do understand that, from time to time, certain situations may arise that prevent you from doing so. Please alert the Volunteer Coordinator of any scheduled absences—such as vacation—as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence—illness or emergency—please alert the Volunteer Coordinator or Program Staff as soon as possible, preferably 24 hours before your scheduled shift begins.

Punctual and regular attendance is an essential responsibility of each volunteer at Hastings Family Service. Tardiness or absence causes problems for fellow volunteers, staff and neighbors. Any volunteer who fails to report to work without notification to his or her supervisor three shifts or more will be considered to have voluntarily terminated their position. Hastings Family Service reserves the right to reconsider a volunteer's position or schedule if there are an unusual number of requests for time-off or last minute call-ins. The purpose of this policy is to promote the efficient operation of Hastings Family Service and minimize unscheduled absences.

Criminal Background Check Policy:

In an effort to keep our neighbors safe, volunteers serving in certain positions must complete a criminal background check before being approved to volunteer with Hastings Family Service. Volunteer background checks are completed by Verified Volunteers, which is a licensed background check screening company.

When evaluating volunteer criminal background checks, if the following charges appear on a volunteer background check, the person will not be permitted to volunteer with Hastings Family Service.

- All violent or sexual felonies regardless of the amount of time since offense.
- All non-violent or non-sexual felonies within the past 10 years.
- All misdemeanor violent or sexual offenses within the past 10 years.
- All misdemeanor drug offenses within the past 10 years.
- All misdemeanors within the past five years that would be considered a potential danger to HFS (e.g. theft, fraud, contributing to the delinquency of a minor, etc.).
- Any charge currently pending.
- Any other charge not mentioned above, but determined to be a risk to Hastings Family Service.

In addition, if the following charges appear on a volunteer background check, the person will not be permitted to drive as part of their volunteer service (Meals on Wheels, Just Friends).

- Misdemeanor DUI or DWI offense within the past 5 years.
- Multiple DUI or DWI offenses within the past 10 years.
- Any DUI or DWI charge currently pending.
- Any other charge not mentioned above, but determined to be a driving risk to Hastings Family Service.

Volunteer criminal background checks are valid for 3 years. After 3 years volunteers will be required to complete a new background check to continue their volunteer position with Hastings Family Service.

Confidentiality Agreement:

Neighbor, volunteer, staff, and donor information is confidential. No confidential information will be shared outside of HFS or with non-HFS individuals, even after ending your volunteer service.

During the course of your volunteer association with Hastings Family Service you are expected to:

- Only access information and data necessary to do your volunteer service.
- Not discuss or share confidential information with another individual unless such disclosure is authorized by HFS and is necessary for the individual to perform his or her duties.
- Exercise discretion in conducting conversations or acting in a manner which might reveal confidential information with in public or semi-public areas.
- Prevent unauthorized persons from accessing and viewing confidential information by not leaving information unattended on computer screens, at your workspace, or on printers, scanners, or fax machines.
- Inform HFS staff if you observe unauthorized persons viewing records, harming, or accessing and HFS confidential information.

Boundaries:

As a volunteer it is your responsibility to establish appropriate boundaries with the people you are working with. Hastings Family Service neighbors may be in crisis, vulnerable, or suffering from mental illness or substance abuse. They may ask more of you than is reasonable and appropriate in your volunteer role.

Some boundaries are absolute; others may seem to vary with the situation. Whenever you are not certain about a boundary issue, it is important to discuss the matter with a HFS staff member. There are some general boundary rules every volunteer should follow:

- The volunteer is to only preform duties outlined in their position description. If requested for a service over and above that position description the volunteer will contact HFS staff.
- The volunteer is to refrain from making suggestions that could be interpreted as medical, financial or legal advice.
- The volunteer is to refrain from imposing any political or religious beliefs on neighbors.
- The volunteer is not to accept money or gifts of any kind from the neighbor. A neighbor may make a donation directly to Hastings Family Service.
- The volunteer is not to loan money to neighbors or give them a financial gift.
- The volunteer is not to give a ride to a neighbor without direct permission from HFS staff.
- The volunteer is not to encourage/force a neighbor to sign-up or take services he or she may not want or need.
- In the event the volunteer observes or is told of behavior that would indicate a neighbor may be a victim of abuse, neglect, or self-neglect to the extent that his or her health or safety is in danger, the volunteer needs to report this to HFS staff as soon as possible.

Volunteer Drivers Policy

All volunteer drivers who are transporting HFS neighbors must meet the following criteria to drive for Hastings Family Service.

- Must be at least 21 years of age
- Have a valid driver's license
- Have proof on insurance that meets Minnesota minimum insurance requirements
- Report any crashes or passenger incidents occurring while on duty to HFS immediately
- Notify HFS immediately if your driver's license has been revoked or suspended

Standard of Appearance:

Dress appropriately for your duties. For example, physical work requires clothing that is comfortable and durable. Volunteers are expected to refrain from wearing clothing that may be considered offensive or overly revealing. It is also expected that volunteers maintain a high level of personal hygiene.

Problem-Solving Procedure:

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a evaluation of any problem, dispute, or misunderstanding that arises during the course of your volunteering.

- In situations where differences arise between volunteers or volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved.
- If a third party is needed, please inform and involve the Program Staff, Volunteer Coordinator, or Executive Director. Under no circumstances shall differences be made public or involve other members of the organization.
- If the grievance is in regard to a staff member, please contact the Executive Director.
- If the grievance is in regard to the Executive Director, please contact the President of the Board of Directors.

Ending Your Volunteer Service:

You may resign from your volunteer service with the organization at any time. We request that you notify the Volunteer Coordinator ideally two weeks prior to your departure.

Dismissal:

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, disruptive, demonstrates inappropriate behavior, or fails to adhere to the Volunteer Code of Conduct and the policies and procedures of Hastings Family Service.

Personal Use of Product Policy:

Food Shelf Product

In compliance with our contract with Second Harvest Heartland, volunteers and employees are not allowed to take any food or non-food items from the Market, warehouse, or free shelf located in the Programs & Services reception area for their own personal use. Volunteers may help themselves to product that is on the public free shelf (located in Rivertown Treasures) or in the volunteer and staff kitchen.

Rivertown Treasures Product

In order to protect our donors' intentions and the integrity of Hastings Family Service, volunteers and employees are not allowed to take any clothing, household items, or other product from Rivertown Treasures store or sort area for their own personal use. Volunteers and employees may purchase items that we are unable to sell in the store and earmarked for recycling at our current clearance price.

Harassment Policy:

Hastings Family Service is committed to maintaining a work environment free of unlawful harassment. Hastings Family Service prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected under federal or state law or local ordinance or regulation. All such harassment is unlawful. This policy applies to all persons involved in the operation and prohibits unlawful harassment by any volunteer/employee of Hastings Family Service including supervisors and co-workers.

Sexual Harassment Policy:

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that is sufficiently pervasive or severe to unreasonably interfere with an employee's job performance or create an intimidating, hostile, or offensive working environment. While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- Threatening, directly or indirectly, to retaliate against a volunteer, if the volunteer refuses to comply with a sexually oriented request.
- Engaging in sexually suggestive physical contact or touching another volunteer in a way that is unwelcome.
- Displaying, storing, or transmitting pornographic or sexually oriented materials using Hastings Family Service equipment or facilities,
- Engaging in indecent exposure.
- Making sexual or romantic advances toward a volunteer and persisting despite the volunteer's rejection of the advances.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing. Volunteers are prohibited from harassing other volunteers whether or not the incidents of harassment occur on Hastings Family Service premises and whether or not the incidents occur during working hours. Sexual

harassment can involve males or females being harassed by members of either sex. Although sexual harassment typically involves a person in a greater position of authority as the harasser, individuals in positions of lesser or equal authority also can be found responsible for engaging in prohibited harassment

Volunteer Responsibility:

If a volunteer believes he/she has been subject to harassment and/or any unwanted sexual attention, he or she should:

- Make unease and/or disapproval directly and immediately known to the harasser.
- Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses.
- Report the incident to Program Staff or the Executive Director.
- All incidents of sexual harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

Safety Policy:

Hastings Family Service strives to provide volunteers with a safe and healthy place to work. Volunteers should know and follow all common sense and posted safety and fire regulations and utilize safety equipment properly to protect themselves and other from injury. Volunteers should immediately report any unsafe conditions, equipment, or practices to HFS staff.

Volunteer Responsibility:

- Exercise care and judgement at all times to prevent accidents and injuries.
- Report all injuries to HFS staff and complete appropriate forms.
- Seek first aid for injuries when necessary.
- Report unsafe conditions, equipment, or practices to HFS staff.
- Use safety equipment provided by HFS at all times.
- Observe safety rules and regulations at all times.

Tobacco Policy:

All employees, volunteers, neighbors, and visitors are prohibited from smoking or using other tobacco products in any owned or leased building space operated by Hastings Family Service.

Substance Abuse Policy:

Hastings Family Service is committed to protecting the safety, health and well-being of all employees, volunteers and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals. We are a drug-free workplace that balances our respect for individuals with the need to maintain an alcohol and drug-free environment. Hastings Family Service encourages volunteers to voluntarily seek help with drug and alcohol problems. Volunteers are not to use, possess, sell, trade and/or offer for sale alcohol, illegal drugs or intoxicants. Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician's prescription. If the use of a medication could compromise the safety of the volunteer or any other individual in at HFS, the volunteer should not report for his/her shift.

Reporting Illegal Activity

HFS seeks to have an “Open Door Policy” and encourages volunteers to share their questions, concerns, suggestions, or complaints regarding HFS and its operations with someone who can address them properly. In most cases, a volunteer should present his or her concerns to the Executive Director. However, if a volunteer is not comfortable speaking with the Executive Director or is not comfortable with the Executive Director’s response, the volunteer is encouraged to speak with anyone on the Board of Directors whom the individual is comfortable in approaching.

No volunteer who in good faith reports a violation of a law or regulation requirement shall suffer harassment, retaliation or adverse consequence

Volunteer Use of Services Policy:

Hastings Family Service welcomes our neighbors who have utilized our services to volunteer with us. A person is asked to wait three months from the time they last used services before applying for a regular volunteer position. Neighbors using services are welcome to volunteer for short term projects (Project Share, School Supplies, food sorting, etc.) without a three month wait.

If a current volunteer finds themselves in need of a service from HFS we ask that they abide by the following guidelines:

- Go directly to staff to request a service. They will manage the volunteer’s request from beginning to end to maintain confidentiality.
- Follow all rules, procedures, and policies that apply to anyone using services.
- Resign from any volunteer position that requires access to any HFS database.

Conflict of Interest Policy:

Volunteers should avoid any circumstances that might in any way be interpreted as a conflict of interest between the volunteer and Hastings Family Service.

Guest Policy:

Volunteers are to refrain from bringing visitors, children, grandchildren or other guests with you to volunteer or in for a tour. If you know someone who is interested in learning more about volunteering please have them fill out the online application or contact the Volunteer Coordinator.



Volunteer Code of Conduct

The purpose of this section is to inform you of behavior expectations and create a culture of respect and accountability between staff, volunteers and clients. Any volunteer who violates this Code of Conduct is subject to discipline, up to and including removal from volunteering at Hastings Family Service.

The following behaviors are prohibited:

- Discrimination against an individual based on age, race, color, religion, gender, marital status, military status, national origin, sexual orientation or disability.
- Abusive language or rudeness towards a staff member, other volunteer, donor, or neighbor.
- Verbal, physical, or visual harassment of staff, other volunteers, donors, neighbors, or directed towards a member of a particular group. This includes offensive or derogatory comments, jokes or use of slurs.
- Inappropriate conduct or behavior which is harmful to HFS's mission or goals.
- Imposing political or religious beliefs on staff, other volunteers, donors, or neighbors.
- Failure to cooperate with HFS staff or other volunteers.
- Theft or inappropriate removal or possession of HFS property.
- Misuse of agency funds, equipment, and materials.
- Performing assignments under the influence of alcohol, illegal drugs or substances which impair the ability to complete tasks.
- Violation of safety and health policies and procedures.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, on HFS property.
- Retaliating against another volunteer or staff member who reports harassment or other inappropriate conduct.
- Releasing confidential information.
- Questioning a neighbor's right to services or preventing a neighbor from receiving services.



Important Information

Hours of Operation:

Location	Hours
Hastings Family Service	Monday- Friday 8:30 a.m.- 5:00 p.m.
Rivertown Treasures Thrift Store & Donation Center	Monday- Friday 8:30 a.m.-5:00 p.m. Saturday 9:00 a.m.- 5:00 p.m.
Meals on Wheels Office at Regina	Monday-Friday 9:30 a.m.- 1:30 p.m.

Holidays:

The following days are recognized as regular holidays when HFS is closed. Please note that if a holiday falls on a Monday, Rivertown Treasures will be closed the Saturday prior.

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- The day after Thanksgiving
- The day before Christmas Eve
- Christmas Eve
- Christmas Day
- The day after Christmas Day

Contact Information:

Hastings Family Service 301 Second Street East, Hastings, MN 55033 P: 651-437-7134 F:651-437-1292 hastingsfamilyservice.org	
Meals on Wheels at Regina Hospital 1175 Nininger Road, Hastings, MN 55033 P: 651-404-1548	
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Ali Fairbanks, <i>Just Friends Coordinator & Program Assistant</i>	alifairbanks@hastingsfamilyservice.org
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