



VOLUNTEER PACKET

WELCOME

Thank you for your interest in volunteering at ZoeCare! The Pregnancy Caring Center of Gallatin Valley, Inc. dba ZoeCare is a 501(c)(3) faith-based non-profit, established in 1978 to offer life-affirming alternatives to abortion. Today, in addition to offering medical services for pregnant women and STD testing and treatment for men and women, we provide support for new moms and dads through mentoring programs, relationship and sex education to youth, and wide range of support for pregnant women and their partners. Although ZoeCare employs a small group of women and men, we heavily rely on volunteers to propel this ministry forward. That is to say, we need you and greatly value your heart for the patients of ZoeCare.

ZoeCare is first of all a ministry to Jesus Christ. Staff and volunteers gather every morning to pray and invite the Lord to guide all our interactions. We are serious about submitting to whatever He wants to do through us every day. ZoeCare is an interdenominational Christian ministry, welcoming all who seek to serve Christ and value life.

Within this volunteer packet are the following:

1. **Volunteer Opportunities Checklist**.....page 3
2. **Volunteer Application**page 5
3. **Confidentiality Agreement**.....page 7
4. **Pastoral Reference**page 9
5. **Volunteer Opportunities Summaries**page 11

Accompanying this packet, please find ZoeCare's **Organizational Statements** that describe who we are, including our Statement of Faith. The **Organizational Statements** must be agreed to prior to working in any capacity at or with ZoeCare.

Please submit a completed **Volunteer Opportunities Checklist**, **Volunteer Application**, **Confidentiality Agreement**, signed back page of the **Organizational Statements**, and **Pastoral Reference** to the ZoeCare Community Engagement Director (molly@gotozoe.org or mail them to 2251 W. Kagy Blvd. #2, Bozeman, MT 59718).

VOLUNTEER OPPORTUNITIES CHECKLIST

Please use this form to indicate (by writing an X in the bubble next to the position) in what areas of ZoeCare's ministry you wish to get involved, as well as your weekly availability. Work expectations for volunteer opportunities varies. Please see the summaries for each opportunity on page 11.

Patient Care

- ☐ Partner Advocate (men)
- ☐ Patient Advocate (women)
- ☐ Receptionist (men or women)
- ☐ Spanish Translator (men or women)

Parental Support

- ☐ beingDAD Mentor (men)
- ☐ Mom2Mom Mentor (women)

Education

- ☐ 45North Presenter (men or women)
- ☐ *Cultivating a Culture of Life* Presenter (men or women)

Church Partnership (Safe Harbor)

- ☐ Church Liaison (men or women)
- ☐ Embrace Grace Coordinator (women)
- ☐ MOPS Coordinator (women)

Administration

- ☐ Clerical Worker (men or women)
- ☐ Letter/Card Writer (men or women)
- ☐ Office Worker (men or women)
- ☐ Special Event Worker (men or women)

Prayer

- ☐ Prayer Team (men or women)

Other

- ☐ Carpenter (men or women)
- ☐ Other: _____

Language Fluency:

Do you speak a language other than English? Yes _____ No _____

If Yes, which language? _____

Availability:

MON ____a.m. ____p.m. TUES ____a.m. ____p.m. WED ____a.m. ____p.m.

THURS ____a.m. ____p.m. FRI ____a.m. ____p.m. WEEKEND ____a.m. ____p.m.

Other: _____

VOLUNTEER APPLICATION

Name: _____ Date: _____

Address: _____

City: _____ Zip Code: _____

Email: _____ Cell Phone: _____

Best way to contact you (please circle one): Phone Text Email

Age: _____ Marital Status: _____ Spouse's Name: _____

Children (please list names and ages): _____

Emergency Contact: _____ Phone: _____

Have you ever been convicted of a crime? Yes No If yes, please explain: _____

Are you currently employed? Yes No If yes, where? _____

Previous volunteer experience: _____

How did you learn about ZoeCare? _____

Why do you want to volunteer at ZoeCare? _____

What days and times are you available to volunteer? _____

What church do you attend? _____

Please tell us briefly about your relationship with Jesus Christ. _____

Have you ever had an abortion or unplanned pregnancy? Yes No

Have you ever been a single parent? Yes No

Have you ever struggled with substance abuse personally or with a loved one? Yes No

Have you been traumatized by sexual assault or any form of abuse? Yes No

If you answered yes to one of the above questions, please briefly tell us about your experiences. _____

What do you think about a woman choosing to abort her baby? _____

What do you think about a woman placing her baby for adoption? _____

I have read, understand and agree with ZoeCare's ***Organizational Statements***.

Signature: _____

Date: _____

CONFIDENTIALITY AGREEMENT

As an employee, affiliate, or volunteer at ZoeCare you may have access to "Confidential Information." The purpose of this Agreement is to help you understand your duty regarding Confidential Information.

Confidential Information includes information about patients, employees, or other business information relating to ZoeCare. You may learn or have access to confidential information through ZoeCare computer systems (which include but are not limited to the clinical, human resources and financial information systems) or through your service to ZoeCare patients.

As an individual having access to Confidential Information, you are required to conduct yourself in strict conformance with applicable laws and ZoeCare policies governing Confidential Information. As a condition of your relationship to ZoeCare, you are required to acknowledge and abide by these duties. A violation of any of these duties will subject you to discipline, which might include, but is not limited to, dismissal of your relationship (employment or volunteering) with ZoeCare, in addition to legal and/or financial liability.

I understand that I may have access to electronic, printed, or spoken confidential information, which may include, but is not limited to, information relating to:

- *Patients – including Protected Health Information (PHI), records, conversations, patient financial information, etc.;*
- *Employees – including salaries, employment records, etc.;*
- *ZoeCare – including, but not limited to, financial and statistical records, strategic plans, internal reports, memos, peer review organization, communications, proprietary information and technology, etc.;*
- *Third party information – including computer programs, donor and vendor information and technology, etc.;*
- *PHI and Personal Identifying Information (PII) used in other contexts.*

I, _____, understand that it is my responsibility to comply with all applicable laws, rule, regulations and standards that govern ZoeCare, including ZoeCare policies and procedures, as well as applicable federal and state privacy standards. Further,

- 1. I will treat all information received in the course of my tenure (employment/volunteer) with ZoeCare as confidential and privileged information. Under NO circumstances may I discuss or disclose any patient or business related data, unless it is being shared on a need-to-know basis for specific ZoeCare business reasons. Discussions of patient identification, conditions, treatment, or other medical record data must be held in private clinical areas so as not to be inadvertently overheard.*
- 2. I will not access patient information except in order to perform my job/service. This includes accessing my own personnel file or other personnel or medical confidential information without proper access permission.*

3. *I will not log on to any of the ZoeCare computer systems that currently exist or may exist in the future using a password other than my own or a username/password combination I am authorized to use. I will safeguard all computer usernames/passwords I am authorized to use and will not post the password[s] in a public place. I will not allow anyone, including other employees/volunteers, to use my password to log on to the computer and I will log off of the computer as soon as I have finished using it and/or in accordance with ZoeCare policies and procedures.*
4. *I will not use email to transmit patient information unless I am instructed to do so as part of my job-specific responsibilities or by the ZoeCare Nurse Manager or Executive Director.*
5. *I understand that all information, regardless of the media on which it is stored (paper, computer, video, recorders, etc.), the system which processes it (computers, voicemail, telephone systems, faxes, etc.), or the methods by which it is moved (email, face-to-face conversation, faxes, etc.), is the property of ZoeCare and shall not be used inappropriately or for personal gain.*
6. *I understand that ZoeCare reserves the right to inspect or monitor any company owned, leased, or controlled computer, computer device, network, computer facility, storage device, voicemail or telephone system at any time for any reason and that ZoeCare may divulge any information found during such inspections or monitoring to any party it deems appropriate.*
7. *I understand that I should not consider electronic communications to be either private or secure, nor have an expectation of privacy in anything I create, store, send or receive on the computer and network.*
8. *I understand that ZoeCare has an active ongoing program to review records and transactions of inappropriate access and I understand that inappropriate access or disclosure of information can result in penalties up to and including termination of employment/volunteer service and/or legal action.*
9. *I acknowledge I understand the ZoeCare Confidentiality Policy & Procedures, have read the contents of this agreement in its entirety and have had an opportunity to discuss and/or ask questions regarding the provisions of this agreement with the ZoeCare Executive Director, Nurse Manager, and/or the Patient Support Coordinator.*
10. *Upon cessation of my employment or service as a volunteer with ZoeCare, I agree to continue to maintain the confidentiality of any information I learned while an employee and agree to turn over any keys, access cards, or any other device that would provide access to the provider or its information.*

I understand that violation of this agreement could result in corrective/disciplinary action, which might include, but is not limited to, termination of employment or volunteer service and/or loss of my privileges within ZoeCare, as well as potential civil or criminal penalties.

Employee/Volunteer Signature:

Date



PASTORAL REFERENCE

Instructions: The following person has applied to volunteer at ZoeCare. In order for this person to be accepted as a ZoeCare volunteer, a pastoral recommendation is required. Please honestly evaluate the applicant's suitability for this potentially challenging work and return this form to the ZoeCare office at 2251 W. Kagy Blvd. #2, Bozeman, MT 59718. Please call (406) 586-9444 and ask for the Patient Support Coordinator with any questions. Thank you very much!

Applicant: _____

Pastor: _____

Email: _____ Phone number: _____

How long have you known the applicant? _____ May we contact you? Y N

Please check the appropriate rating to indicate your opinion of the applicant:

	OUTSTANDING	COMPETENT	NEEDS IMPROVEMENT	I AM UNABLE TO JUDGE
Compassion	_____	_____	_____	_____
Spiritual Maturity	_____	_____	_____	_____
Emotional Maturity	_____	_____	_____	_____
Listening Skills	_____	_____	_____	_____
Communication Skills	_____	_____	_____	_____
Ability to keep confidences	_____	_____	_____	_____
Teachability	_____	_____	_____	_____
Dependability	_____	_____	_____	_____

What are some of the applicant's strengths? _____

What are some of the applicant's weaknesses? _____

Additional Comments: _____

Please check one of the following:

_____ I recommend this applicant with confidence.

_____ I recommend this applicant with some reservations.

_____ I do not recommend this applicant to volunteer at ZoeCare.

Signature: _____ Date: _____

About ZoeCare: ZoeCare is Bozeman and Belgrade's Christian pregnancy clinic. Our mission is to serve the parents and save the child with medical excellence in the love of Christ. We desire to equip families and individuals to live well and value life abundantly. More information on the ministry of ZoeCare can be found at www.friendsofzoecare.org.

VOLUNTEER OPPORTUNITIES SUMMARIES

What follows are the summaries of many of the volunteer positions at ZoeCare. Please note that because of the commitment required, 45North Presenters are paid for the time they present and can be reimbursed for mileage.

Patient Care Summaries	page 12
Parental Support Summaries	page 14
Education Summaries	page 15
Church Partnership (Safe Harbor) Summaries	page 16
Administration, Prayer, and Other Summaries	page 17

PATIENT CARE SUMMARIES

Partner Advocate: The Partner Advocate fills the role of practical and spiritual support for partners of pregnancy patients during a pregnancy appointment, educating and offering spiritual counsel as appropriate. The Partner Advocate works with the Fathers Initiative Director to extend compassionate care affirming the sanctity of human life, sexual integrity, and sharing the hope and truth of Jesus Christ as opportunities arise.

Training and Provision by ZoeCare:

- Initial two-hour 45North training by Community Engagement Director.
- Shadow a minimum of one class presentation.
- Periodic training updates, as needed.
- Ongoing prayer support by ZoeCare's Prayer Team.

Patient Advocate: The Patient Advocate fills the role of emotional and spiritual support for pregnancy patients, educating, comforting and offering spiritual counsel as appropriate. The Patient Advocate works with the Registered Nurse to extend compassionate care affirming the sanctity of human life, sexual integrity, and sharing the hope and truth of Jesus Christ as opportunities arise.

Training and Provision by ZoeCare:

- Standard ZoeCare training (Orientation, Confidentiality, Safety, Infection Prevention, Risk Management).
- Initial Patient Advocate training.
- Four appointments shadowing other patient advocates, then two being shadowed by one of the Registered Nurses or fully-trained Patient Advocate before solo advocating.
- Periodic Patient Advocate meetings that provide the opportunity to pray and interact with other volunteers, receive ongoing education, and give feedback to staff for the improvement of ZoeCare's ministry.
- Materials and supplies appropriate for use in service to patients.
- Ongoing prayer support by ZoeCare's Prayer Team.

Receptionist: The volunteer Receptionist greets patients and checks them in to appointments, answers phone calls, schedules appointments, and assists the Office Manager in providing a smooth-flowing front desk area.

Training and Provision by ZoeCare:

- Standard ZoeCare training (Orientation, Confidentiality, Safety, Infection Prevention, Risk Management).

- Hands-on training by Office Manager and/or Registered Nurse.
- Ongoing prayer support by ZoeCare's Prayer Team

Spanish Translator: The Spanish Translator facilitates ministry to the growing number of ZoeCare's Spanish-only speaking patients by translating within a patient appointment (women) or assisting Partner Advocates communicate with partners (men).

Training and Provision by ZoeCare:

- Overview training of a patient appointment or partner consultation.
- Ongoing prayer support by ZoeCare's Prayer Team

PARENTAL SUPPORT SUMMARIES

beingDAD: The beingDAD Mentor partners with the Holy Spirit in building good fathers by mentoring and supporting new dads. He is available to meet one-on-one with a new dad, is committed to that new dad's wellbeing and the wellbeing of his child, and offers support, counsel and friendship in order to strengthen his mentee's fatherhood capabilities and bring him a step closer to the abundant life found in Christ. A beingDAD Mentor is a friend and support for his mentee.

Training and Provision by ZoeCare:

- Standard ZoeCare training (Orientation, Confidentiality, Safety, Infection Prevention, Risk Management).
- Three-hour initial beingDAD training.
- Half hour meeting with Fathers Initiative Director before initial meeting with mentee to strategize and go over mentee information.
- Ongoing (optional but highly recommended) training on different subjects to equip mentors.
- Curriculum and supplemental information provided for mentoring match.
- Ongoing prayer support by ZoeCare's Prayer Team.

Mom2Mom Mentor: The Mom2Mom Mentor meets with her mentee approximately once per week to support her in regard to pregnancy, parenting, child development and other topics that are helpful in becoming the best parent she can be. The Mom2Mom Mentor facilitates each session and the giving of appropriate baby supplies to her mentee, and works to build her confidence and ability as a mother.

Training and Provision by ZoeCare:

- Standard ZoeCare training (Orientation, Confidentiality, Safety, Infection Prevention, Risk Management).
- Initial three-hour Mom2Mom training.
- Ongoing (optional but highly recommended) training on different subjects to equip mentors.
- BrightCourse curriculum and supplemental information provided for mentoring match.
- Room and equipment necessary to meet and watch videos at both ZoeCare offices.
- Ongoing prayer support by ZoeCare's Prayer Team.

EDUCATION SUMMARIES

45North Presenter: The 45North Presenter teaches a biblical, holistic approach to sexual health and relationships to youth and adults using fun and interactive lessons in schools, churches, and other venues. The 45North presenter is paid \$18/hour and can be reimbursed for mileage to and from the presentation venue.

Training and Provision by ZoeCare:

- Standard ZoeCare training (Orientation, Confidentiality, Safety, Infection Prevention, Risk Management).
- Initial two-hour 45North training.
- One or multiple classroom presentations to shadow.
- Complete age-appropriate 45North curricula.
- Ongoing (optional but highly recommended) training on different subjects to equip presenters.
- Ongoing prayer support by ZoeCare's Prayer Team.

Cultivating a Culture of Life Presenter: *Cultivating a Culture of Life* is ZoeCare's seminar that presents abortion statistics nationally, in Montana, and within our churches. It introduces the need for pregnancy help within our local churches. The *Cultivating a Culture of Life* Presenter teaches the seminar to a church or within the community.

Training and Provision by ZoeCare:

- Attendance to a *Cultivating a Culture of Life* seminar.
- Training in background information regarding pregnancy, abortion, and adoption.
- Training on ZoeCare's philosophy and coaching for effective presentations.
- Seminar materials.

CHURCH PARTNERSHIP SUMMARIES

Church Liaison: The Church Liaison works closely with the ZoeCare Community Engagement Director to ensure that ZoeCare has the most recent information regarding their church's ministries, as well as seeks out opportunities for ZoeCare's ministry to be promoted and understood within their congregation. He or she acts as the bridge between ZoeCare and their church.

Training and Provision by ZoeCare:

- Periodic meetings with Community Engagement Director with updated ZoeCare information and training.
- Ongoing prayer support by ZoeCare's Prayer Team.

Embrace Grace Coordinator: Embrace Grace is a national organization that ZoeCare partners with that connects our patients to wrap-around Christian care in the local church. The Embrace Grace Coordinator organizes a group of women to lead a ZoeCare patient through a twelve-week Bible study and organizes a baby shower and princess day for the young woman.

Training and Provision by ZoeCare:

- Embrace Grace curriculum.
- Overview of program by Patient Support Coordinator.
- Ongoing prayer support by ZoeCare's Prayer Team.

MOPS Coordinator: Mothers Of Preschoolers (MOPS) is a national organization that ZoeCare partners with that provides our patients with a group of young moms in the local church who can walk alongside and find support from each other. The MOPS Coordinator organizes the MOPS group within her church, including childcare and lesson plans.

Training and Provision by ZoeCare:

- MOPS lesson plans.
- Overview of program by Mom2Mom Director.
- Ongoing prayer support by ZoeCare's Prayer Team.

ADMINISTRATION SUMMARY

ZoeCare has ongoing need for volunteers to help around both the Bozeman and Belgrade offices, organizing diapers and baby supplies, sending out mailings, answering phones, or helping with data entry or other computer work. Needs vary, but please contact us for the latest help you can provide.

Additionally, ZoeCare has several events and fundraisers that we need volunteers to help with. We need many volunteers for our annual fundraising banquet, for instance. Like office work, events require a variety of help. Please check with our Marketing Director or Community Engagement Director for the latest needs.

PRAYER SUMMARY

ZoeCare relies on prayer support for our patients, staff, programs, and events. If you would like to receive a text when our nurses are meeting with an abortion-vulnerable patient and to regularly pray for ZoeCare's needs, please contact our nurse Sarah at (406) 586-9444 to be put on the list.

OTHER SUMMARY

ZoeCare occasionally needs carpentry, plumbing, or similar work at one or the other location. If you can volunteer your time to help remove counters, rearrange cupboards, etc., we would love to talk with you.

If there are other services you would like to provide to ZoeCare, we are anxious to hear from you. Please contact Molly at (406) 586-9444.

Thank you!