

# Volunteer Handbook



## Karen Organization of Minnesota

မြန်မာ့တိုးတော်းကာရင်အမျိုးဘားအခြော်းအရုံး  
မျှော်ချွဲဖော်ကိစိုင်းတား ကာလိုကာရာမြန်မာ့နိုင်းတော်  
မြန်မာ့ရုပ္ပါမန္တိုင်းတော်

**Karen Organization of Minnesota**  
2353 Rice Street, Suite 240  
Roseville, MN 55113

[www.mnkaren.org](http://www.mnkaren.org)  
[www.facebook.com/mnkarenorg](https://www.facebook.com/mnkarenorg)

651-788-7593

## ***Welcome to the Karen Organization of Minnesota!***

Dear Volunteer,

Thank you very much for choosing to volunteer with the Karen Organization of Minnesota (KOM)! Volunteers are a vital part of our ability to serve the growing needs of the Karen community and other refugees and immigrants from Burma and other countries in Minnesota. KOM has specific volunteer positions to accommodate many different schedules and interests. We hope that you find the duties of your particular job description to be fulfilling and that your volunteer experience with us is both rewarding and positive.

The following volunteer handbook includes details about our organization and the responsibilities of our volunteers. There are a wide variety of laws, regulations, and standards with which KOM must comply. We have established policies, procedures, structures and systems that provide a framework for agency operations and help us conduct our business in a consistent and organized way.

Once again, welcome and thank you. We are thrilled to have you here to help us fulfill our mission to build on the strengths of refugee and immigrant communities and remove barriers to achieving economic, social, and cultural wellbeing.

*Ta blut doe mah!* (Thank you very much!)

Sincerely,



Alice Buckner

Executive Director

## **Table of Contents**

<b>Volunteer Handbook .....</b>	<b>1</b>
<i>Welcome to the Karen Organization of Minnesota!</i> .....	2
<b>KOM Overview .....</b>	<b>4</b>
<b>KOM History .....</b>	<b>5</b>
<b>KOM Programs .....</b>	<b>6</b>
<b>KOM Board of Directors .....</b>	<b>9</b>
<b>Contact Information &amp; Hours of Operation.....</b>	<b>9</b>
<b>Volunteer Rights and Responsibilities .....</b>	<b>10</b>
<b>Volunteer Policies and Procedures .....</b>	<b>11</b>
1.    Attendance .....	11
2.    Time Commitment.....	11
3.    Feedback .....	11
4.    Non-Discrimination .....	11
5.    Inappropriate Conduct and Anti-Harassment Policy .....	11
6.    Smoking Policy.....	11
7.    Drug & Alcohol Use .....	12
8.    Reporting of Maltreatment of Minors and Vulnerable Adults.....	12
9.    Client Confidentiality.....	12
10.    Motor Vehicle Operation.....	12
11.    Volunteer Development.....	15
12.    Computer Use and E-mail Policy .....	15
13.    Conflict of Interest Policy.....	15
14.    KOM Ambassador.....	15
15.    KOM COVID-19 Policy for Volunteers .....	15
<b>Consent Form .....</b>	<b>17</b>
<b>Volunteer Confidentiality Agreement.....</b>	<b>18</b>
<b>Background Check Consent Form.....</b>	<b>19</b>
<b>COVID-19 Policy Agreement Form .....</b>	<b>21</b>

## ***KOM Overview***

### **Who are the Karen?**

The Karen are the second-largest indigenous ethnic group in Burma (now known as Myanmar). After the country gained independence from Britain in 1948, the Burman ethnic majority took control of the government and started attacking the villages of Karen people and other ethnic minorities of Burma. In 1984, Thailand opened its borders and began providing temporary shelter for refugees from Burma in nine camps along the Thai-Burmese border. Starting in 2004, refugees from Burma were able to register for resettlement in the U.S. and other Western countries through the UNHCR. Since then, more than 200,000 refugees from Burma have resettled in third countries.

### **What is the Karen Organization of Minnesota?**

The Karen Organization of Minnesota is the first social services agency in the country founded by Karen refugees from Burma. We offer a variety of programs to help refugees and immigrants transition to life in a new country and achieve their goals. We also provide resources to help organizations learn how to work with this growing community. Over the years, our programs have expanded to serve refugees and immigrants from a variety of countries and communities.

### **Our Mission**

The mission of the Karen Organization of Minnesota is *to build on the strengths of refugee and immigrant communities and remove barriers to achieving economic, social, and cultural wellbeing.*

### **Our Community**

More than 20,000 Karen people live in Minnesota, making it the largest Karen community in the country. Minnesota is also home to more than 2,000 refugees from other ethnic groups in Burma. Refugees from Burma come to Minnesota for the same reasons many people do: to find good jobs, access high-quality education, and connect with a strong community.

### **Our Impact**

KOM is a leading service provider helping over 2,000 refugees and immigrants each year achieve their goals. Our success is due to:

- *Programs designed by and for the community:* KOM is founded and led by refugees from Burma who understand the needs and goals of the community we serve.
- *Providing wraparound support:* Our staff take time to understand each person's situation and make sure they can access all of the resources they need.
- *Strong partnerships:* KOM values working with partners to help refugees and immigrants access more opportunities and to help other service providers learn how to work with this growing community.

## ***KOM History***

The Karen Organization of Minnesota (KOM) has its origins in the Karen Community of Minnesota (KCM), a volunteer-led organization established in 2003 by Karen community leaders in Minnesota. KCM served as the community's governing body, helping newly arrived Karen refugees in the Twin Cities maintain their culture, elect community leaders, and receive assistance beyond the initial resettlement period. As more refugees from Burma arrived in Minnesota, the leaders realized they could no longer effectively respond to needs solely through volunteers. They determined that they needed a Karen-led organization to dedicate greater attention to the community and leverage outside support.

At that time, there was no exclusively Karen-oriented social services agency in the Twin Cities, though Vietnamese Social Services (VSS) did express an interest in serving the Karen and had Karen interpreters available to assist clients. In 2005, members of KCM began a three-year training program under VSS to become an official 501(c)(3) nonprofit. VSS provided training in social services, computers, and staff management and helped KCM establish their Board of Directors in 2007. KCM was formally registered as a 501(c)(3) organization in the U.S. in 2008. However, KCM's leaders quickly realized that this status would restrict their ability to send support to families in Burma and Thailand as well as in the U.S. Community leaders and the Board of Directors therefore decided to separate the newly formed nonprofit organization from KCM in order to keep KCM as an unincorporated, volunteer-based association. The Board of Directors and community leaders renamed the nonprofit organization to Karen Organization of Minnesota (KOM) to distinguish it from KCM.

Months after securing 501(c)(3) status in December 2008, KOM was awarded two state and one federal grants that all went into effect on October 1, 2009. With these grants, KOM established its corporate headquarters in the heart of the Karen community on Jackson Street in St. Paul's North End neighborhood. KOM hired and trained four paid staff, some of whom had been involved as volunteers since the beginning of the informal association. Since then, KOM has greatly expanded to better fulfill the growing needs of the community. KOM facilitates employment, social and education opportunities to over 2,000 clients each year and has built numerous partnerships with Twin Cities-based organizations and institutions. From 2014 to 2019, KOM operated a satellite office in Marshall to serve the growing number of Karen people living and working there. In March 2015, KOM moved to a new office in Roseville off Rice Street. Today, KOM employs over 40 paid staff, the majority of whom represent the communities KOM serves. KOM's success is due to dedicated staff and community leaders, our partners in the public and private sectors, our funders and donors, and all who have allowed KOM to expand our reach.

## ***KOM Programs***

Offering a wide range of services strategically located in the heart of the Karen community in St. Paul, KOM has become the “go-to” resource for Karen and other refugees from Burma, as well as refugees and immigrants from other newly arrived communities. In cooperation with its partners, KOM offers services in employment, immigration, community health, housing, mainstream social services enrollment, youth academics and leadership, financial coaching, cultural orientations, crime prevention, and more than 2,000 clients each year. The majority of our staff and board members are from the communities we serve, giving us a unique ability to provide culturally responsive services and keep pace with the community’s changing needs. While most of our clients are from Burma, we also serve clients from areas including Afghanistan, Ukraine, Southeast Asia, East Africa, and Latin America who now live in the Twin Cities. KOM currently has over 40 staff members. KOM staff members speak English, Sgaw Karen, Pwo Karen, Karen, Burmese, Thai, Hmong, Urdu, Dari, and Pashto.

### **Employment Services**

KOM provides job counseling and vocational training to help refugees and immigrants find stable jobs and advance their careers. We also offer financial coaching to help participants increase their income and work toward financial goals. The Employment & Career Supports program helps refugees who have lived in the U.S. less than 5 years find stable employment. KOM provides Adult Career Pathways programs through vocational trainings for immigrants and refugees in a variety of fields, including interpreting & translating, CNA, soldering, manufacturing, and more. KOM offers Youth Career Pathways programs to provide youth with skills and resources to effectively prepare for their future careers. Lastly, the Financial Opportunity Center® (FOC) Program helps clients get recovery resources, get better jobs, and improve financial wealth. KOM's financial coach works to give clients a well-rounded understanding of finances.

### **Social Services**

Through wraparound services, KOM connects refugees to resources related to food, housing, transportation, health insurance, immigration, civic engagement, and more. Our Family Resource Connectors help refugees who have lived in the U.S. less than 5 years with a variety of social services to help meet their basic needs and integrate into the community. The Weaving Circle gives refugees the opportunity to revive, maintain, and pass on traditional Karen weaving. The MNsure Outreach Program serves to inform the community about access to health insurance and assist with MNsure applications and renewals. The Caregivers Program connects in-home caregivers with counseling, training, support groups, temporary substitute care, transportation, and more. KOM also has a Civic Engagement Program, in partnership with CAPI USA, to educate community members about their right to vote and participate in civic life.

## **Community Health**

KOM facilitates health trainings and education to prevent suicide, violence and alcohol/drug abuse in the community. We also provide resources to support mental wellbeing, family planning, and positive family relationships. KOM is part of the Karen Chemical Dependency Collaborative, in partnership with M Health Fairview, which provides culturally-specific treatment for refugees who suffer from substance abuse. The Youth Chemical Dependency program supports Karen youth struggling with addiction and alcohol, by providing prevention education, referrals, and case management. The Mental Health and Family Relationships Program is committed to reducing and preventing mental health issues and violence in the Karen community. Finally, The Karen Family Planning Program is committed to teaching Karen men and women about reproductive health.

## **Youth Development**

KOM invests in the lives of youth and children from Kindergarten up to age 24 through academic support, after-school programs, cultural activities, and leadership development. KOM partners with Saint Paul Public Schools to increase student learning of Karen and other refugee students. KOM teaches leadership training, health education, and cultural activities to youth during the afterschool program. As an extension of the afterschool programming, KOM also offers summer programming and a youth mentorship program for students. KOM also offers a Family Education Supports youth program, along with partner agencies, that helps newly arrived refugee students and their families succeed in K-12 and beyond. Additionally, KOM leads a Youth Career Pathways program called What's Next, which helps high school students explore career paths.

## **Walk-In Services**

KOM provides walk-in services to clients on a first-come first-serve basis to address immediate needs. KOM's direct service staff assist clients during walk-in hours with filling out Ramsey County forms, reading mail, paying parking ticket fees, and more. KOM's walk-in hours are Monday and Thursday from 9:00am - 3:30pm, with a lunch break from noon to 12:30pm. Masks are optional for all walk-in clients and staff.

## ***KOM Organization Structure 2026***

### **Leadership Team**

KOM's leadership team consists of the Executive Director, three Program Directors, and one Finance Director. KOM is overseen by a Board of Directors, consisting of 9-15 members.

### **Management**

KOM currently has two Program Managers for Career Pathways and Financial Education, and Youth Health Programs. KOM also has three Program Supervisors for Community Health, Social Services, and Financial Coaching.

### **Program Staff**

KOM employs direct service staff in Employment and Career Pathways, New Arrival Services, Social Services and Community Health, and Youth Development.

### **Other Administrative and Support Staff**

Currently, KOM employs administrative and support staff in the roles of Office Manager, Development Associate, Receptionist, and Volunteer Coordinator.

## ***KOM Board of Directors***

Our board of directors, comprised of people from the community, is responsible for the governance of KOM. They set policies, hire the Executive Director, approve the annual budget, and help raise the funds necessary to continue KOM's services.

**\*Kaziah Josiah, Board Chair**

Program Manager, The Urban Village

**Timothy O'Brien, Ph.D., Treasurer**

Director of Outreach, Roseville Adult Learning Center

**Isabel Toledo, Secretary**

Human Resources Manager, Rise Baking Company

**\*Saw Sunshine Timothy**

Cultural Specialist, Saint Paul Public Schools

**\*Nay Htoo**

Community leader, Karen Community of Minnesota

**\*June Way**

MSW, LGSW, Psychotherapist at Amherst Wilder Foundation

**\*Nway Linn**

MS, LPCC, LADC, Wayside's Chief Clinical Officer

**Liz Lim**

Director of the Transactions Group, Senior Associate General Counsel, University of Minnesota Office of the General Counsel

**Finn Sullivan**

Macalester College graduate and community volunteer with Communities United Against Police Brutality

**\*Ku Gay Nahpay**

Ramsey County Community Consultant and community volunteer, pursuing her MSW with a concentration in Licensed Alcohol and Drug Counseling (LADC) at St Thomas University.

\* Board members with an asterisk are refugees or immigrants from Burma.

## ***Contact Information & Hours of Operation***

Karen Organization of Minnesota  
2353 Rice Street, Suite 240  
Roseville, MN 55113

Main: 651-788-7593  
Fax: 651-788-7909

Monday – Friday  
8:30am – 5:00pm

**Volunteer Coordinator**

Suzanne Olive  
[solive@mnkaren.org](mailto:solive@mnkaren.org) | 651-202-3112

## ***Volunteer Rights and Responsibilities***

Unlike paid staff, volunteers are not covered by awards or workplace agreements. Volunteers however do have rights, some which are enshrined in legislation and some which could be considered the moral obligations of an organization involving volunteers. KOM promotes the following as the basic rights of a volunteer.

### **Your responsibility as a volunteer:**

- Work in accordance with KOM's values and policies
- Represent KOM in a responsible manner
- Be reliable and fulfill agreed commitments
- Work in accordance with your position description
- Ensure that confidential information is respected and treated appropriately
- Treat others with courtesy, respecting their rights, beliefs, values and dignity
- Undertake training as recommended
- Give and receive constructive feedback as appropriate
- Report any accident or injury immediately
- Give adequate notice of resignation
- Keep your contact information updated

### **What you can expect from KOM:**

- To work in a healthy and safe environment
- To be engaged in accordance with equal opportunity and anti-discrimination legislation
- To be given accurate and truthful information about KOM
- To be given a copy of KOM's volunteer policy and procedure
- To have a position description and agreed working hours
- To be provided with orientation to the organization
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act
- To be provided with sufficient training to do your job

### **When volunteering through KOM, please do not:**

- Impose your personal views on politics, religion or other controversial matters
- Promote your own personal or business interests
- Become involved in the personal or financial affairs of clients (refer to KOM staff)
- Accept cash from clients (food and other small non-monetary gifts may be accepted)
- Collect clients health records, help with tax issues, or assist with legal issues

## ***Volunteer Policies and Procedures***

### **1. Attendance**

In order to carry out its function and provide the highest quality of service to our clients, the Karen Organization of Minnesota requires all volunteers to be responsible for regular attendance during their assigned hours and to be punctual. Volunteers who are not able to arrive at their volunteer site by their scheduled start time must notify the parties involved. Volunteers who will be absent for their scheduled volunteer time must notify the Volunteer Coordinator at least 24 hours in advance, unless the absence is due to illness or injury.

### **2. Time Commitment**

Your time commitment to KOM depends on your role and is outlined in your position description. All volunteers are expected to fulfill their commitment for the sake of the organization and the clients involved. If you would like to withdraw from your volunteer position before your commitment ends, please notify the Volunteer Coordinator two weeks in advance.

### **3. Feedback**

At any time you may set up an appointment with the Volunteer Coordinator to discuss any concerns you may have in your volunteer position. Upon your departure when your volunteer commitment ends, we will ask for your feedback on your time volunteering with us.

### **4. Non-Discrimination**

Karen Organization of Minnesota is committed to providing equal opportunities for all prospective volunteers. All qualified volunteers will be considered without regard to gender, race, color, national origin, age, religion, disability, sexual orientation, marital status or any other basis protected by applicable laws. Volunteers should raise any concerns they might have regarding possible discrimination with the Volunteer Coordinator.

### **5. Inappropriate Conduct and Anti-Harassment Policy**

Karen Organization of Minnesota is committed to maintaining a work environment that is free from unlawful discrimination and harassment, including unlawfully intimidating, hostile, or offensive conduct. Discrimination, harassment, and other inappropriate conduct that is based on or is directed toward someone because of gender, race, color, national origin, ancestry, religion, disability, age, sexual orientation, or any other unlawful basis is against Karen Organization of Minnesota's policy and will not be tolerated.

### **6. Smoking Policy**

Because Karen Organization of Minnesota wishes to provide a healthy environment for all staff, volunteers and clients, smoking is prohibited throughout its offices. Smoking is also prohibited

while volunteering through KOM at off-site locations, including vehicles while clients are passengers.

## **7. Drug & Alcohol Use**

Karen Organization of Minnesota cannot tolerate the unlawful possession, use, manufacture, distribution, or dispensation of controlled substances at the KOM office or at off-site locations while volunteering. Volunteers must be free from the influence of alcohol, illegal drugs, and unlawfully used prescription medications while performing their volunteer duties. Any volunteer who violates this policy will be subject to disciplinary action, up to and including dismissal.

## **8. Reporting of Maltreatment of Minors and Vulnerable Adults**

Any volunteer shall report suspected cases of child abuse, child neglect and domestic violence to the local welfare agency, police department, or pre-designated resources. All reporters must also simultaneously report these cases to the management of the Karen Organization of Minnesota. The management of the Karen Organization of Minnesota will be responsible to make all follow-up reports to government or appropriate offices.

## **9. Client Confidentiality**

Understanding confidentiality and data privacy issues is one of the most critical aspects of your work. It is your legal responsibility to observe and protect the rights of any clients you work with and their families. They have a legal right to expect their information will be kept confidential, and dealt with in a professional manner. Failure to do this can result in problems for the Karen Organization of Minnesota and also can result in discipline that could impact your volunteer status. Volunteers **must** treat this information in a professional manner, and be aware that federal and state laws, as well as state and local policies, protect the data privacy rights of the client and their families.

### **Some basic guidelines include:**

- Do not share information about clients or families with others, including KOM staff unless it relates to your volunteer work with the client or services provided by the staff member.
- Never refer to clients by name in a setting where they are not present.
- Speak and write responsibly and professionally when passing on information related to your work with clients, with an awareness of who may hear you or read your report.
- Take questions you may have about the Karen Organization of Minnesota policies on confidentiality to the Volunteer Coordinator.

## **10. Motor Vehicle Operation**

It is the policy of Karen Organization of Minnesota to ensure all operators of a motor vehicle, while volunteering for KOM, are qualified to drive and drive safely. The purpose is to determine operators have sufficient knowledge about vehicle handling, portrayed through a safe driving record, so as to protect KOM, clients, and the public from an unsafe driver.

**Some basic guidelines include:**

- All persons operating a motor vehicle on behalf of KOM must have a valid driver's license.
- Any volunteer found to have an unacceptable driving record may not transport clients.
- Any volunteer shall immediately report to the Volunteer Coordinator any suspensions, restrictions, limitations, revocation or restriction of driver's license or any other change in their driving status which violates the standards.
- Volunteers will insure that their vehicle is in operable mechanical condition and insured as required under Minnesota law. Proof of insurance must be provided annually or as the insurance is renewed, whichever comes first, to the Volunteer Coordinator.
- All operators of vehicles while volunteering for KOM will exercise every reasonable caution and care while operating the vehicle. Operators will obey all traffic laws, equipment, registration and licensing requirements applicable to the vehicle being operated.
- All operators and passengers are required to wear safety belts. It will be the responsibility of the operator to see that all occupants comply.
- Possession, use or being under the influence of any narcotic, hallucinogen, stimulant, sedative or other controlled substance while operating a private vehicle while volunteering for KOM is prohibited.
- Operation of a private vehicle while volunteering for KOM, having consumed alcoholic beverage, while in possession of an open container of alcoholic beverage or an alcohol hangover adversely affects a driver's physical or mental faculties to any perceptible degree, the driver will be deemed 'under the influence' for purposes of this policy.
- Those persons using prescription medication which limits or affects their ability to operate a motor vehicle while volunteering for KOM must report the use of medication to the Volunteer Coordinator prior to operation of a vehicle. He or she will determine whether the operator can safely operate the vehicle based upon the written recommendation of the operator's doctor.
- Eating while operating a vehicle on volunteer time is not permitted. Non-alcoholic beverages may be consumed while driving, but drivers are warned to exercise caution if beverages are being consumed while driving.
- Texting or operating GPS devices while operating a vehicle on volunteer time is prohibited.

**Procedure if involved in an accident:**

You must stop your vehicle immediately following the accident. If possible, park it off the road.

If someone has been injured, call 911 for emergency help right away. Do what you can to make sure that the injured are as comfortable as possible, but don't move anyone unless there's immediate danger—you could do more harm than good.

If only property damage is involved, you don't have to call the police, however, KOM's recommendations are to call the police. If property damage occurs to something other than a vehicle, you're required to pass along your appropriate information to the owner of the property.

If the accident involves another vehicle(s), obtain other driver(s) personal information; name, address, birth date, insurance policy number and vehicle registration number, as well as giving your personal information to the other driver(s) and to the police. If anyone involved in the accident asks to see your driver's license, or for the name and address of your insurance company and the name of your agent, you must comply.

Present your insurance information to the police, if they ask to see it. If you don't have this information readily available, you'll need to provide the information to the authorities within 72 hours.

Notify the Volunteer Coordinator as soon as possible. If you do not report a crash or violation, your volunteering privileges will be suspended.

Accidents involving death, injury, or a combined property damage of at least \$1000 require that the drivers file a [crash report](#) within 10 days. Describe the accident, including the details of when and where it happened, as well as provide your insurance coverage information.

This form must be completed, submitted to your supervisor and mailed to:

Department of Public Safety  
Driver and Vehicle Service  
Accident Records  
445 Minnesota St., Suite 181  
St. Paul, MN 55101-5181

Accidents will be determined to be either chargeable or non-chargeable.

Chargeable is defined by National Safety Council Criteria as:

- a) an accident which results from the driver's negligence in which the driver failed to do everything he reasonably could have done to prevent it,
- b) an accident cited as the driver's fault by a State, County or City law enforcement officer.

If the accident is non-chargeable and it is the first involvement while on KOM business, a record will be made in the volunteer's file and the volunteer will receive a copy. The procedure is the same for paid employees.

If the accident is non-chargeable but the volunteer had been involved in another KOM vehicle accident within the past 12 months, the department head will review the circumstances of the accidents and take appropriate corrective action.

If the accident is chargeable, the department head will determine appropriate corrective action. A letter of such action taken will be sent to the volunteer and also be placed in the volunteer's file.

## **11. Volunteer Development**

Karen Organization of Minnesota seeks to support continuous improvement of volunteer performance, knowledge and skills both with respect to specific job duties and also with respect to professional skills that will benefit the Karen Organization of Minnesota. To accomplish these objectives, Karen Organization of Minnesota relies on written position descriptions that define the responsibilities and volunteer orientations to equip volunteers with the tools necessary to perform their job.

## **12. Computer Use and E-mail Policy**

Karen Organization of Minnesota is committed to encouraging the use of computers and electronic information as essential tools to support Karen Organization of Minnesota's business. It is the responsibility of each volunteer to ensure that this technology is used for proper business purposes and in a manner that does not compromise the confidentiality of proprietary or other sensitive information.

## **13. Conflict of Interest Policy**

Volunteers are to avoid placing themselves in a position that may create or lead to a conflict of interest or the appearance of one. Volunteers may not make contact with clients outside of program-related activities, unless a previous relationship exists or this is approved by the Volunteer Coordinator. Volunteers are not allowed to accept money from clients; however, they can accept gifts valued under \$50.

## **14. KOM Ambassador**

All volunteers shall demonstrate good conduct and be an Ambassador for the Karen Organization of Minnesota. The principles underlying the standards of conduct include the Karen Organization of Minnesota's commitment to respect our staff members, volunteers, clients and board members; our commitment not to discriminate on the basis of irrelevant personal characteristics; our commitment to protect clients' confidentiality; our commitment to provide employees and volunteers a safe and comfortable environment in which to work; and our need to maintain the integrity and reputation of the Karen Organization of Minnesota.

## **15. KOM COVID-19 Policy for Volunteers**

All volunteers must follow all COVID-19 guidelines of the sites they visit while participating in in-person KOM volunteer activities. Volunteers must stay home from in-person activities for at least 5 days if they or someone in their household tests positive for COVID-19, displays COVID-19 symptoms, or has been exposed to COVID-19. The volunteer may return to meeting in-person after 5 days if they test negative for COVID-19 and do not have COVID-19 symptoms (or symptoms have improved with no fever for at least 24 hours).



### Consent Form

**Photographs:** I also hereby consent, authorize and grant permission to the employees or representatives of KOM to take photographs of me and do further consent to publication, circulation, dissemination of said photographs, or use of said photos for any purpose KOM deems appropriate.

**Reporting:** I agree to sign in and sign out of my time card at KOM whenever I donate time and/or to track hours volunteered outside of the KOM office. I also agree that all time reported on forms I submit to KOM are true and complete. I agree to contact the Volunteer Coordinator if any of my personal information on the volunteer application changes (address, school, phone number, etc.). I agree to report to the Volunteer Coordinator or Project Supervisor if I have any questions or concerns about my service.

**Confidentiality:** I have read and understood the attached ***Volunteer/Intern Confidentiality Agreement*** and I will return it with my written signature to KOM in person.

**Clients/Conflict of Interest:** I agree to serve any client who is assigned regardless of race, sex, creed or national origin. However, to avoid any conflict of interest or perceived conflict of interest, I agree to immediately notify the Volunteer Coordinator or Project Supervisor if I have a significant personal or financial relationship with a client I am asked to serve (this includes but is not limited to: working directly with clients, maintenance on client files, etc.) I understand that I should not work with such clients or their files, and that this client will be reassigned to another volunteer, unless otherwise stated by the Volunteer Coordinator or Project Supervisor.

**Driving and Background Check:** I hereby authorize KOM to conduct a comprehensive review of my background. I understand that to volunteer directly with clients of KOM, I must consent to a background check including but not limited to: Verification of social security number, criminal background, employment, education, references, and a Motor Vehicle Record check if volunteering includes driving for KOM with clients or otherwise. I authorize any individual, company, governmental, private or public entity to release all information pertaining to me to KOM.

I agree to provide KOM with a copy of my driver's license and auto insurance policy information for their volunteer file, if volunteering includes driving for purposes deemed by KOM with clients or otherwise. I will return the attached ***Background Check Consent Form*** and ***Motor Vehicle Record form*** (if applicable) with my ***signature*** (and if under age 18 with my parent/guardian signature) to KOM in person or through a secure drop box.

**Withdrawal of Consent:** I understand I can withdraw my consent to this release agreement at any time in writing to KOM.

***I have read and understand and commit to the terms stated above. I declare that my answers and all statements made by me herein are true and correct.***

---

(Volunteer Signature)

(Volunteer Name Printed)

(Date)

---

(Parent/Guardian Signature if under 18)

(Parent/Guardian Name Printed)

(Date)

**Karen Organization of Minnesota**  
2353 Rice Street, Suite 240  
Roseville, MN 55113  
Phone: 651-788-7593 FAX: 651-788-7909

## **Volunteer Confidentiality Agreement**

The Volunteer and Supervisor acknowledge that all client-related information is to be kept confidential by the Volunteer. Client information, including but not limited to client-related records and the information contained in them, may be released only if authorized by law and in accordance with Karen Organization of Minnesota (KOM) policies and procedures.

The Volunteer acknowledges that policies and procedures with regard to client confidentiality have been explained to them and that he or she understands those policies and procedures.

.....  
(Volunteer Signature)

.....  
(Date)

.....  
(KOM Representative Signature)

.....  
(Date)

**Karen Organization of Minnesota**  
2353 Rice Street, Suite 240  
Roseville, MN 55113  
Phone: 651-788-7593 FAX: 651-788-7909

## Background Check Consent Form

I hereby authorize Karen Organization of Minnesota (KOM) to conduct a comprehensive review of my background. I understand that the scope of the review may include, but is not limited to the following:

Verification of social security number, driving record, criminal background, employment, education and references.

I authorize any individual, company, governmental, private or public entity to release all information pertaining to me.

**Please print below.**

**OR**

**If you are 18 or older and prefer to fill out your own background check form using a secure online portal, please only print your full name and e-mail address. Then a KOM staff member will launch a secure form and you will be notified via email.**

\*Full Name : \_\_\_\_\_  
First \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_

\*Current Address: \_\_\_\_\_

\*City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

\*E-Mail Address: \_\_\_\_\_

\*Social Security Number: \_\_\_\_\_  
(leave blank if requesting online form)

Driver's License Number: \_\_\_\_\_ Driver's License Issued by (State): \_\_\_\_\_

\*Date of Birth: \_\_\_\_\_

\_\_\_\_\_  
\*Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
Parent/Guardian Signature (if under 18) \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
Agency Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

**Karen Organization of Minnesota**  
2353 Rice Street, Suite 240  
Roseville, MN 55113  
Phone: 651-788-7593 FAX: 651-788-7909



### **COVID-19 Policy Agreement Form**

**Meeting Virtually:** I am able to meet with staff virtually as needed and have access to a device with an internet connection, a camera and a microphone.

**Follow Site COVID-19 Policies:** I agree to follow all COVID-19 guidelines of the sites I visit while volunteering with KOM outside of the office.

**Sick Policy:** I agree to stay home from meeting in-person or coming to the office for at least 5 days if I or someone in my household tests positive for COVID-19, displays COVID-19 symptoms, or if I have been exposed to COVID-19. I understand that I may return to meeting in-person after 5 days if I test negative for COVID-19 and do not have COVID-19 symptoms (or symptoms have improved with no fever for at least 24 hours).

**Withdrawal of Consent:** I understand I can withdraw my consent to this release agreement at any time in writing to KOM.

*I have read and understand and commit to the terms stated above. I declare that my answers and all statements made by me herein are true and correct.*

---

(Volunteer Signature)

(Volunteer Name Printed)

(Date)

**Karen Organization of Minnesota**  
2353 Rice Street, Suite 240  
Roseville, MN 55113  
Phone: 651-788-7593 FAX: 651-788-7909