

# Volunteer Guide



# Welcome

Welcome to She Has A Name! Since 2010, we have been responding to human trafficking in Central Ohio with the passion and creativity of volunteers like you. As a volunteer, you will play a role in seeing all those impacted by human trafficking restored into society and thriving in community.

This handbook will help you have the best possible experience as a volunteer. It answers frequently asked questions, establishes our identity, and introduces you to the She Has A Name team. Should you have questions about your volunteer experience, you may contact the Community Engagement Director by emailing [info@shehasaname.org](mailto:info@shehasaname.org)

Thank you for volunteering with She Has A Name and making a difference in the Columbus anti-human trafficking community.

Sincerely,

**Whitney Varnau**

*Community Engagement Director*

& The She Has A Name Staff

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# History

In 2010, we began as a small community who started selling t-shirts to support the cause.

As our movement grew, we became a vessel of resources flowing into the abolitionist community, strengthening it and funding vital services. Today, We focus on three main aspects of the restoration journey: education, collaboration, and survivor care. we are a community who have strengthened a [network of partners](#) across Central Ohio who are dedicated to seeing an end to human trafficking in our city. These include businesses, organizations, and churches who match our dedication to seeking justice and freedom. We have 4 paid staff members, work with dozens of survivors, and hundreds of advocates all a part of the She Has A Name family.

# Mission

She Has A Name is a strong community that exists to fight human trafficking through education, collaboration, and survivor care.

# Vision

To see all those impacted by human trafficking restored into society and thriving in their community.

# Manifesto

## Introduction

At She Has A Name, first and foremost, we believe in you. We believe that you are not here by chance and that your role within our community is irrevocably valuable. There is a place at the Table for you and we are committed to helping you find that place. No matter your story, background, race, religion, gender, or income, you are welcome at She Has A Name.

## Grace + Grit

At She Has A Name we believe in the paradox of grace + grit. Grace admits that we all have brokenness in our lives, yet we are loved and valued right where we are. Grace is the driving force behind our work whereas grit is *how* we work. We say yes to new challenges and we step outside our comfort zone. We work tenaciously because we believe restoration in our city is worth it. We work with grit while walking in grace.

## Perspective

At She Has A Name, we have perspective. We remember the bigger picture, the reality that this work is not about us. We exist because we believe that survivors of human trafficking have a name, nobility, and narrative. Restoration is possible.

## Community

At She Has A Name, community is paramount. We work together to find solutions, we respect each others time, values, and stories. We believe that not one person or organization can holistically respond to human trafficking. We need our team. We serve each other and set healthy boundaries. As a family, we resolve conflict promptly and graciously. We are for each other.

## Summary

In summary, She Has A Name functions best as a community filled with grace, responding with grit and regularly revisiting the bigger picture of our work. This is She Has A Name.

# Volunteer Expectations

We are committed to helping you have a positive volunteer experience.

Here's what you can expect from us:

- Individual conversation after you attend our Anti-Human Trafficking Training to help you identify the best role
- Appropriate training and support to help you understand your specific role (mentor, SHAN Ambassador, etc.)
- The opportunity to give feedback about your She Has A Name volunteer experience through a yearly review
- The chance to grow and develop as a volunteer and explore the many opportunities to serve at She Has A Name
- Healthy boundaries; we will respect your individual time, story, and resources
- Regular communication about upcoming volunteer opportunities
- If we have not heard from you in 12 months we will remove you from our volunteer listserve

Your responsibility as a volunteer

- Be reliable, please allow an respectful amount of time if you cannot fulfill your scheduled commitment
- Respect confidentiality and communications ethics (see more on page 6)
- Undertake additional training as required by She Has A Name
- Respect staff and other volunteers time
- Be courteous to partners, staff, and other volunteers
- Offer constructive feedback on your experience
- Resolve conflict quickly
- Be accountable for your actions

# Nuts and Bolts

## Contact information

Phone | (614) 6360421

Email | [info@shehasaname.org](mailto:info@shehasaname.org)

Mailing Address | 605 N HIGH ST #120, COLUMBUS, OH, 43215

## Parking, Building Access

While we often hold off-site meetings, the She Has A Name offices are located inside Veritas Community Church - Short North (345 E. 2nd. Ave. Columbus, OH 43201). Park in the main lot and call us when you arrive.

## Emergency Contact

All non-emergency questions should be sent via email to [info@shehasaname.org](mailto:info@shehasaname.org) or (614) 636-0421. In the event of an emergency (emergency is defined as urgent, time-sensitive situation or question), contact the following staff members:

Survivor Care | Katie Lee (614) 216-5014

General volunteer information | Whitney Varnau (937) 524-3473

Merch Table | Taylor Nolan (614) 354-1723

## Training Information

We require all volunteers to attend our Anti-Human Trafficking Training. While we strongly suggest participating in our live training, we offer an [online course](#) for those unable to attend in person. We hold the course quarterly as a way to equip you with a basic understanding of the cause, knowledge about working with survivors and connect you with other local resources available for survivor care. After completing at least two weeks of training, volunteers will have the opportunity to sit down with the Community Engagement Director and determine a volunteer track. Each track requires a different type of training. If you plan on mentoring with our Strategies for Success program, our Program Director will be in touch with interviews and details required to work directly with survivors. If you choose to serve as a SHAN Ambassador at tabling events, the Community Engagement Director will be sure to equip you with a quick 10-minute training as well as ensuring you are partnered with an experienced SHAN Ambassador for your first tabling event.

## Hours Recording

At She Has A Name, it is helpful for us to record and manage volunteer hours. This enables us to estimate the financial impact of volunteered hours and is utilized in grant funding applications to show existing support of the cause. The Community Engagement Director manages volunteer hours. After serving SHAN in any capacity, please email [info@shehasaname.org](mailto:info@shehasaname.org) and notify the staff about hours served.

## Dress Code

While the environment of She Has A Name is casual, we seek to represent our organization in a respectful manner. Our hope is to create a safe environment for everyone involved at She Has A Name, starting with our attire. Requests for advice and assistance in administering or interpreting this guideline should be directed to the Community Engagement Director.

While volunteers may wear casual clothes, attire that should not be worn includes:

- Clothing that does not fit correctly: too tight or too loose.
- Clothing that is faded, stained, discolored, torn, patched, ripped, or frayed.
- Clothing with offensive slogans or pictures, e.g., profanity and nude or seminude pictures, offensive gestures, suggestive cartoons.
- Clothing with political slogans, derogatory words, gang colors
- Undergarments worn over regular clothing

*Specifically for tabling events, we ask that our volunteers represent She Has A Name by wearing one of our awareness-raising tees.*

## Communications/Confidentiality Code

We value integrity, privacy, honesty, and humility in the way we communicate. As a resource to survivors and practitioners, we hold high standards in our communications content. Most importantly, we build trust and protect survivors by not disclosing any identifying information on our communications channels. We ask that our volunteers hold these same standards as they post to their personal channels.

When She Has A Name is seeking to use photographs of individuals for programming purposes, including but not limited to, scholarships and the John School, the individuals must sign a formal form. She Has A Name may notify attendees on event sign up pages and the volunteer page of the She Has A Name website that if they attend a SHAN event they must consent to being photographed, and that the photographs may be used for promotional purposes. If an individual contacts SHAN after the event asking that the photograph of themselves be taken off She Has A Name's media, SHAN will delete the photograph. SHAN does not tag photograph subjects in the photographs posted.

## Performance or Evaluation Procedure

If you have questions or concerns about your SHAN volunteer experience, please contact the Community Engagement Director. If the issue is with the Community Engagement Director, please contact our Executive Director, Courtney Schmackers. Otherwise, volunteers can expect to stay regularly connected to staff members and have at least one individual conversation every 6 months. Once a year we will intentionally meet to review your experience over the past year. Be prepared to share what is working, what makes your job more difficult, and if there are any

other interests you might have in serving. You can expect us to provide a respectful review of your service which may include areas for improvement or other suggested roles based on your interests and performance.

### Helpful Information About She Has A Name

We are here because we believe in restoration. We pursue that by being a resource to survivors, practitioners, and the community. To that end, we have 3 main pillars: education, collaboration, and survivor care. Our programming represents each pillar:

Education | Anti-Human Trafficking Training, Labor Trafficking Training, Fair & Free Workshop, Demand Reduction Training, Trauma-Informed Care Training, Online Learning Platform, off-site training

Advocacy | Interagency collaboration, legislative advocacy

Care | Strategies for Success Scholarship, Spiritual Support Group, The April Thacker Dream Scholarship, Thriver's Support Group, John School, solicitor support group

### Job titles, staff members

Executive Director | Courtney Schmackers

Program Director | Katie Lee

Community Engagement Director | Whitney Varnau

Development Assistant | Taylor Nolan

# Frequently Asked Questions

### What volunteer opportunities do you have?

Our volunteer opportunities vary. Rarely do we have a need for more than 10 volunteers at a time. We have opportunities to serve survivors directly through our Strategies for Success program. Other volunteer tracks include roles like becoming a SHAN Ambassador by representing She Has A Name at events across Central Ohio and selling our awareness-raising shirts. Volunteers can serve in hospitality at one of our quarterly Anti-Human Trafficking



Trainings. Are you a creative looking to invest in the cause? Join our communications team that meets monthly to discuss and opportunities to create. Are you a fundraising or event planning guru? Join our fundraising/events team to help ensure sustainability within our organization. Check out our [Peer to Peer Guide](#) to learn how to host your own fundraising event with your community!

### **Where can I hear about upcoming volunteer opportunities?**

The Community Engagement Director sends regular volunteer opportunity emails. Make sure we have an up to date email address for you.

### **What is your relationship with She Has A Name Cleaning Services?**

She Has A Name Cleaning Services no longer exists, but currently operates as a for-profit business powered by [CleanTurn Enterprises](#). We are completely autonomous organizations managed, staffed, and funded separately.

### **What is your relationship with Veritas Community Church?**

She Has A Name was founded by a group of members from [Veritas Community Church](#). In 2014, She Has A Name became an official ministry of the church. In 2018 we received independent 501(c)(3) status as a stand alone non-profit organization. Although we operate our programming independently, we remain closely partnered through shared office space and financial support.

### **What should I wear to an event?**

Please see Dress Code on page 6

### **How else can I support the cause?**

There are many ways to invest in She Has A Name!

**Give** | Online at [shehasaname.org/give](https://shehasaname.org/give)

**Share** | Spread our online content through your social networks like [Facebook](#), [Instagram](#)