



QUAKER VOLUNTARY SERVICE

HANDBOOK for QVS FELLOWS 2017-2018

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Neither this Handbook nor any provision of this Handbook constitutes a contract of employment.

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Dear QVS Fellow,

Welcome to Quaker Voluntary Service! By joining us this year you are becoming part of a dynamic project that invites your partnership. You are stepping into a legacy of Spirit-led service.

Joining QVS means opening yourself to transformation through service, community, and the Quaker way. You are opening yourself to being changed by your experience at work, at home with each other in community, in the Quaker Meetings you participate in, through retreats and other QVS programming, and by simply being present in your neighborhood. You are also opening yourself to change in your life and the lives of those you will be in relationship with this year. Our hope is to cultivate the opportunity for transformation in these myriad ways and places. And, as with many things in life, you will get out of this year what you put into it. We are inviting you to enter fully into all the opportunities of the coming year.

We invite you to enter into the experience with an open mind and spirit of curiosity and generosity. We invite you to welcome challenges from each other and anyone who might be accompanying you on this journey. We invite you to share deeply about your spiritual lives, experiences, and different beliefs and understandings. You are now our partners in this experience. We invite you to live more simply and love more deeply. In all things, we invite you trust that God is present and alive (knowing that we all bring different ways of understanding and experiencing this concept!).

This handbook contains helpful information to make your year as a QVS Fellow as fruitful as possible. This also serves as your agreement with Quaker Voluntary Service. You are responsible for knowing and upholding the policies outlined in this handbook and for partnering together to ensure that your community lives out the mission and values of Quaker Voluntary Service.

Welcome!

In Faith and Service,

A handwritten signature in cursive script that reads "Christina Repoley".

Christina Repoley, Founding Executive Director

THE QUAKER VOLUNTARY SERVICE EXPERIENCE

QVS partners with agencies and organizations that offer direct support to marginalized individuals and communities, and that strive to transform unjust systems. Fellows are placed by QVS after a process of mutual discernment with the Fellow and site placement organizations. QVS seeks to facilitate work through service that will lead Fellows to deeper understanding of underlying structural oppression through meaningful work involving learning and growth. QVS Fellows will have direct experience of answering that of God in others through real relationships with real people.

Through simple, communal living, Fellows learn to care for self and others. In addition to their service placements, QVS Fellows share living space, meals, care for the home, and all aspects of day to day life. Connections to the local Friends meeting or church and to the wider QVS network offer support to this experience in a variety of ways. QVS' goal is that the lessons learned through participation in intentional community stay with Fellows for the rest of their lives. This intentional community aspect of QVS is often the most challenging. We invite you to commit to open, honest, and loving communication with your housemates.

At the heart of the year is a deep emphasis on reflection. In regular one-on-one meetings with a spiritual nurturer and QVS staff, in a structured group setting with fellow participants, through spiritual practices, in peer clearness committees, and in many informal ways, Fellows find both the space and the supportive context to engage difficult questions that inevitably arise through justice work and life in community. Fellows learn to hold both outward and inward challenges up to the Light, and to articulate how their perspectives may change as a result of these experiences. Fellows find resources in the witness and experience of Friends both past and present. Particular attention is given in these exercises and relationships to places of stretching or challenge as the Fellows' understanding shifts and deepens to engage the injustice, inequality, privilege, and suffering that is an inevitable part of work for social and ecological justice and to learn skills to sustain them on this journey for the long haul.

Grounded in Quaker faith and practice, QVS Fellows will engage in regular worship both within the QVS house and with local Friends meetings and/or churches. Through these relationships, Fellows will give and receive ongoing spiritual support. They will be exposed to and participate in a variety of Friends worship, business and discernment practices as well as learning more about Quaker history and theology. Fellows will also have the opportunity to network with and be supported by a wider community of Friends and Friends institutions during their year of service.

Fellows receive shared housing, a food allowance, a transportation pass, a small living stipend, support to secure health insurance, and training and support from QVS.

All told, including site placement work, QVS program, house meeting, worship with a local meeting, spiritual care and other QVS components, Fellows can expect that QVS will be approximately a 55 hour/week commitment.

PROGRAM GOALS

The QVS Program will support and challenge growth within the Fellows in the four core QVS values, as a foundational basis for a lifetime of prophetic service.

During the QVS year, we hope Fellows will:

- Develop a deeper understanding of Quaker worship and practices, including the diverse understandings of the life and ministry of Jesus in the Quaker tradition.
- Explore and further develop a sense of clarity about your own gifts, call, vocation, and place in community.
- Strengthen spirit-grounded leadership skills.
- Deepen your understanding of what living faithfully means for you - including an awareness of how daily choices impact the world.
- Develop relationships across differences and be able to engage in an analysis of power and privilege.
- Reflect on the strategies for social change you encounter in your service site placements and through other local resources.

QUAKER VOLUNTARY SERVICE CORE VALUES

THE QUAKER WAY

QVS is deeply committed to Quaker practice, process and faith. Key to the Quaker way as we understand it is the journey toward faithfulness – allowing our lives to be ever more responsive to Divine guidance. QVS communities will participate in worship together and with Quaker Meetings and Churches. We value Friends’ understanding of the continuing revelation of God, and expect to be opened to new understandings and new discoveries in our journey together. We celebrate the invitation of our living tradition including the historic testimonies of simplicity, peace, community, equality, and integrity; and Friends’ witness of resistance to injustice through nonviolent action. With God’s guidance, the work of QVS will explore and enact new embodiments of these traditional values and experiences.

Early Friend George Fox, as the Quaker movement began, testified to hearing an inward Voice saying, “There is One, even Christ Jesus, who can speak to thy condition.” Quaker traditions today understand and experience the significance of Jesus differently – and we have much to learn from one another. Therefore, in our life and work together, QVS commits itself to providing opportunities and spaces for our Fellows to explore and share with one another—in humility, courage, and love—their diverse understandings of the example, teachings, role, and ongoing experience of Jesus in our Quaker movement and in the world, as we seek together to grow and be guided more deeply into Truth.

SERVICE

Through the QVS experience, we seek to create and sustain a culture of service within the broader Quaker community and foster a lifetime of service for Fellows who learn the joy of giving of themselves for the good of the world and in gratitude to God. We strive to serve in contextually appropriate ways that affirm the dignity of all persons and the sovereignty of all communities. We will practice solidarity rooted in mutually empowering relationships.

COMMUNITY

QVS fosters communities that demonstrate radical hospitality that embraces the interdependence of all life. QVS communities will strive to embody the knowledge that each of us is both host and stranger, deeply living the truth that there is that of God in all life. We understand our spiritual journeys to be communal, not individualistic, and so Fellows will look to their community partners, other Fellows and mentors for guidance and accountability.

TRANSFORMATION

The experience of service in community comes with the hope and expectation for changed and changing lives. Undoubtedly, the greatest change will occur in the lives of our Fellows who come into a greater awareness of the movement of Divine Love and the way Spirit seeks to use us in the redemption and restoration of all things. Intentional work in the area of service learning and spiritual formation will animate the transformation of our minds, hearts and souls as we work toward a more just world and help us in discerning our particular gifts of ministry.

There are queries for contemplation around the four core values in the resource library:

<https://qvslibrary.wordpress.com/queries/core-values-queries/>

LIVING AS A QVS FELLOW

QVS is a distinctively Quaker organization and experience, and we welcome participants from all spiritual traditions. We do not expect that everyone will begin or end at the same place, but we do expect you to openly and honestly engage in dialogue and sharing. You are invited to meet each other wherever you are on your spiritual journey.

Community life within the QVS experience is meant to reflect a Quaker way of living and being in all realms of life: publicly, socially, spiritually, ethically, and communally. We expect that QVS Fellows will hold each other accountable to our Quaker commitments and that you will not only be open—but also courageous—about listening and dialoguing about our Quaker grounding.

QVS PROGRAM

The QVS experience includes many opportunities outside of work and communal living. These include: a national orientation, a local orientation to your city/neighborhood, bi-weekly QVS Days, retreats, attending and participating in a local Quaker meeting, household meetings for worship as well as household business, spiritual nurture meetings, and support to participate in different Quaker events and conferences throughout the year.

All Fellows are expected to attend all retreats, QVS Days, spiritual nurturer meetings, and meeting for worship unless your absence is worked out in advance with your city coordinator. Below we provide orientation, QVS Day, and retreat dates so that you can plan your schedule around these mandatory meetings accordingly.

NATIONAL ORIENTATION

September 3-7

All 2017-2018 Fellows will gather in Philadelphia at Pendle Hill Quaker Retreat and Study Center for an orientation to Quaker Voluntary Service. We will explore our four core values, do some inter- and intrapersonal work and begin to imagine what the year ahead will hold for all of us. During this time you will begin forming relationships with your housemates as well as begin to build relationships across the four houses that will enrich your QVS experience.

LOCAL ORIENTATION

September 8-10

Each city will have a local orientation following the national orientation. This will be a time to continue getting to know your housemates and learn about your neighborhood and city. These orientations will introduce you to aspects unique to your city, though of course this will be a process you will engage in all year.

FIRST DAY OF WORK

September 12

All Fellows begin work following Local Orientation. We suggest that prior to arriving at National Orientation, you get in touch with your site supervisor to go over any details, such as what to expect on your first day, what to wear, what time you will be expected in the office, etc.

QVS DAYS

Every other Friday, all QVS Fellows will join together for "QVS Days" instead of working at your service site. During QVS Days, we'll explore and reflect on our individual and communal journeys, our experience of work and community living, Quakerism, spiritual practices and wider social justice issues. For the first part of the year, QVS staff will take the lead in planning and facilitating QVS days. As the year progresses, Fellows will take a more active role in planning and facilitating this process.

QVS has developed an extensive library of resources online at <https://qvslibrary.wordpress.com/> for you to use in facilitating programming. Some of the contents are password protected. The password is: **QVSDayResources**

The 2017-2018 QVS Day schedule is as follows (PLEASE put these dates in your calendar now and let your local coordinator know if there are any conflicts):

- September 22nd
- October 6th, 20 (Fall retreat for all cities except Boston)
- November 3rd (Fall Retreat for Boston), 17th
- December 1st, 15th
- January 12th, 26th
- February 9th (Midyear Retreat Feb. 23-25)
- March 9th, 23rd
- April 6th, 20th
- May 4th, 18th
- June 1st, 15th, 29th
- July 13th (Closing retreat July 23-26th)

RETREATS

In addition to the national orientation, there are three local retreats. These will be an opportunity to reflect on the four core values of Quaker Voluntary Service and facilitate an atmosphere of support as well as challenge for Fellows. Retreats could include time for outside speakers, time for you to discuss issues related to your work, community, and QVS experience, as well as time for worship, reflection, and community building with one another.

- Fall Mini-Retreat: Oct. 20th-22nd for all cities except Boston; Boston Retreat: November 3-5
- Midyear Retreat: February 23rd -25th
- Closing Retreat: July 23rd - 26th (last day of work is July 20th)

REGULAR MEETINGS

As a part of the QVS program, there are several regular meetings you are asked to participate in: a regular household meeting for worship, a regular household meeting for house-related business, monthly meetings with spiritual nurturers, and weekly worship with a local Quaker meeting. We also suggest a regular community night for your house, and regularly sharing meals together. It is possible to combine some of these into a single evening or weekend day. It is up to your house to work out when and how these meetings will happen.

HOUSEHOLD MEETING FOR WORSHIP

QVS houses are expected to have regular meetings for worship. It is our hope that much of the time your house will worship in the manner of Friends. However, we encourage and release you to worship in other ways as your house is led. Some examples might be: singing songs, going for a walk, yoga, worship sharing, poetry, Bible reading/study, artwork, story sharing, etc. Each house will decide amongst yourselves when and how often your household worship will be. We suggest that they be weekly.

Resources for Quaker Worship and other ideas for worshipful gatherings are available in the resource library:

<https://qvslibrary.wordpress.com/quaker-practices/waiting-worship/>

HOUSEHOLD MEETING FOR BUSINESS

In addition to meetings for worship, QVS houses are expected to have regular meetings for house business. As with meetings for worship, each house will decide when and how often their household meeting for business will be. Again, we suggest that these meetings be weekly. Local staff will aid QVS Fellows in learning how to hold a Quaker meeting for business and will be available as a resource for this work throughout the year.

We will give some training in Quaker decision making process at national orientation. Additionally, resources for Quaker decision making process, including a useful agenda template, can be found in the resources library:

<https://qvslibrary.wordpress.com/quaker-practices/business-meeting/>

BUILDING COMMUNITY

It is recommended that each house have a regular community night, perhaps once a month. A community night might include: sharing stories, discussing current events, playing board games, volunteering at a soup kitchen, walking around the neighborhood, attending a neighborhood meeting, protesting, attending a local cultural event—really, anything that would facilitate time for your house to have fun and get to know each other more deeply. It has been our experience that with the fullness of the QVS schedule, participants often end up feeling that they don't know their housemates as well as they would like or that they don't make fun a priority. We hope you will encourage and find time for play and fun as much as possible!

Much of an intentional community's life will revolve around the sharing of food together. It is suggested that you find regular ways to cook and share meals that make sense for the household members, with an expectation that you will eat at least one common meal together per week.

SPIRITUAL NURTURE

Each Fellow will be paired with a spiritual nurturer for the year. Nurturers are folks from the local Quaker community who are there to listen and journey with you throughout the year. The primary goal of spiritual nurture within QVS is to provide you with support, guidance, and accountability during your spiritual journey through the QVS program. It is an ongoing relationship between you and the Spirit, facilitated by an experienced Friend, allowing you the opportunity to attune your ear to your inner-Guide. Spiritual nurture meetings happen monthly. These meetings will be what you make of them, so it is highly recommended that you take some time before being together to journal, meditate, or prepare in a way that feels helpful to you. Spend some time waiting, and notice what comes up for you. How is your heart? How are you noticing God/Spirit/Light? Are there blocks that you need to explore? Patterns that you are starting to notice? Your spiritual nurturer is there to help you unpack some of these queries, and notice the patterns and movements of Spirit in your life.

Here's a convenient pocket guide for reference: <https://qvslibrary.files.wordpress.com/2015/08/spiritual-nurturer-pocket-guide.pdf>

PARTICIPATING IN LOCAL FRIENDS MEETING

It is expected that all QVS Fellows will regularly attend Sunday meetings for worship with a local Friends meeting. We also hope that you will participate in the life of that meeting as much as you are able: i.e., attend meetings for business, share your QVS experience with the meetings, join them for Quarterly and Yearly Meeting sessions, attend meeting retreats and events, volunteer to help as available, etc. These communities have invested time, money, and prayer in making your year possible, and they are full of amazing people living lives committed to peace, justice, spiritual exploration, and hospitality.

Local Quaker contexts differ in each QVS city, and we are pleased that QVS Fellows will experience the diversity of Friends' tradition, theology, and practice.

Portland: There are four meetings in Portland who support QVS. Descriptions of each meeting, including an FAQ, is available in the resource library: <https://qvslibrary.wordpress.com/local-resources/portland/>

Philadelphia: In Philadelphia there are eight Quaker meetings in the Quarter. The meetings that have taken on the role of hosting for the year are Green Street Friends Meeting and Germantown Friend Meeting. A description of Green Street MM is available here: <http://greenstreetfriendsmeeting.org/about.php> and Germantown MM here: <http://gmm.gfsnet.org/wordpress/>

Atlanta Friends Meeting: Atlanta Friends Meeting, the only meeting in Atlanta and the first meeting to host QVS in 2012, is part of the unprogrammed, liberal Quaker tradition. A description and FAQ is available in the QVS resource library:

<https://qvslibrary.wordpress.com/local-resources/atlanta-friends-meeting-faq/>

Boston: Friends Meeting at Cambridge (FMC) is hosting our newest house of service, opened in 2015. A description of FMC as well as descriptions of the five meetings in the area unofficially supporting QVS Boston can be found at: <https://qvslibrary.wordpress.com/local-resources/boston-meetings-info-and-faq/>

SUPPORT

STAFF SUPPORT

QVS staff work on both a national and local level, with responsibilities for various aspects of the work. Staff with national roles support the overall organizational development—fundraising, communications, board relations, recruitment, program development, relationships with Quaker and other organizations, etc. National staff will also be involved in supporting local Fellows through regular in person visits as possible, and via phone or email whenever needed. We really encourage you to reach out for support throughout the year.

City coordinators will be your primary support during your time with QVS. Among other responsibilities, they will:

- Serve as liaisons with site placement agencies.
- Meet regularly with you—including one-on-ones as needed.
- From time to time, be present at the house to aid in keeping things running smoothly and be a resource for forming community, as needed.
- Connect you with local resources, events, people, etc.
- Coordinate programming for QVS Days and retreats.

QVS Fellows are welcomed and encouraged to contact QVS staff as needed. We expect that you will be seeing your Local Coordinator on a regular basis, but if something comes up in between meeting times, we encourage you to be in touch. We commit to respond to you in a timely manner. That said, patience and courtesy in waiting for a response are appreciated.

There are a few specific circumstances in which we request you contact the staff:

- If you have good news, insights, learning, good work, or a particularly excellent night or event within your QVS community that you would like to share.
- If you are struggling with living out your commitment either to QVS, your site placement, or your community.
- As soon as possible if you think you may need to miss a retreat or QVS Day, or may not be able to fulfill your year commitment to QVS. It is expected and essential that Fellows involve staff in discerning these things.
- If you or anyone in your community is seriously ill or injured—particularly if illness or injury involves a hospital visit.
- If there is an emergency in your neighborhood, site placement, or city at large.
- If there are significant changes at your site placement (i.e., change in supervisor, hours, or responsibilities, or if you don't think you're doing the things you ought to be doing at work).
- If you in any way experience sexual harassment, any inappropriate behavior or any other violation of the policies of QVS or of your worksite at your site placement or in your community.
- If any of your community members significantly change their participation in the community and you do not believe that QVS staff is aware of this change.

LOCAL SUPPORT COMMITTEES

In each city there is a Local Support Committee (LSC.) The LSC is a group of individuals that generously volunteer their time to support the mission of QVS. Each LSC is charged with ongoing support and cultivation of the relationship between QVS and the local Quaker community. They are also a resource for you during your year in your new city.

EVERYDAY CHOICES

Throughout your time with QVS, it is important to be intentional in your daily choices. The choices you make will enable you to have a better understanding and experience of the QVS mission. While the fruits of everyday choices may not be visible or obvious, the choices you make have implications both on yourself and others. As you live intentionally, you participate in creating a more just world. For these reasons, your everyday choices are a key part of the QVS experience. QVS is a year of service and not a paid job. It is important that you enter the year in that mindset. That being said, it is not the intention of QVS that any Fellow should experience financial hardship as a result of participating in QVS. If you have concerns about this, please communicate with the Executive Director or Director of Operations.

LIVING ON THE STIPENDS

QVS Fellows live simply. During your time with QVS our intention is that you will live life in a manner that is focused on people, relationship, and transformation rather than on objects of acquisitions. As a part of this simple living, Fellows live on a restricted budget with little disposable income. We strongly encourage you to live on the stipends provided by QVS and to not plan on using funds from family, friends, personal savings, or other sources of income. Our intention is not to impose austerity—but to aid in experiencing solidarity with those who have limited incomes, and to create equality within your house. Additionally, wise use of the QVS stipends shows respect to your site placements as well as to QVS donors.

While QVS provides a modest income for simple living, Fellows do not live in poverty. Your stipends have been organized so that food, shelter, utilities, access to health insurance, and internet are provided. Your modest food stipend is intended to provide well for food when it is pooled together with your housemates' food stipends, and it has been the experience of QVS Fellows that this is more than possible. Your transit pass will cover local travel needs. If necessary for your site

placement, QVS will reimburse for gas for a car in lieu of or in addition to a transportation pass. Additionally, you will receive \$125 in disposable income a month. While this amount is modest, these are privileges that people living in poverty do not necessarily enjoy.

Committing to a life of simplicity means more than living on a budget; it encompasses your focus in life. You will spend a year reflecting less on money and consumption in order to experience and enjoy the value of simple pleasures, conversations, and your own creativity.

Within the QVS experience, this commitment to simplicity cannot be merely a personal one—it must be a commitment made by your community. This means that each house will wrestle with how resources are used and shared, how appliances and electronics are used, what items or organizations might be boycotted by the community, and which ought to be supported. The experience of living simply in community is a core aspect of your QVS year. We understand that this is all complex and every person brings a different set of life experiences to the community. So again, this is your experience and only you can make it what you want it to be.

BEING PRESENT TO THE COMMUNITY

Our intention is that the QVS community (including your housemates, QVS staff, spiritual nurturer, the Local Support Committee, QVS Fellows in other cities, and members of local meetings) provide you with all support necessary for engaging in the work of service and transformation.

Living in community will require strong commitment. You will need both formal and informal time to get to know your community members, work out routines in your house, address conflicts, learn your neighborhood and meet neighbors, and discern your community agreements and commitments. QVS expects that Fellows engage sincerely and thoughtfully in the work of developing community, and take responsibility for their life together.

ROMANTIC RELATIONSHIPS

Based on past experiences, QVS would recommend against engaging in romantic relationships with another Fellow living in your community. The interpersonal dynamics of intentional community are challenging enough without the added layer of a romantic relationship. Please consider very carefully the health of your whole community as you make these choices, and communicate transparently with your community members.

CONFLICT WITHIN THE COMMUNITY

This year together will undoubtedly challenge you and others. Community means working with each other when that challenge brings out the best in each other, and when it brings out the worst. If you are not getting along with someone in your house, QVS asks that you take all of the following steps before staff intervenes:

- 1) Speak to the individual privately, one-on-one, with the end goal of restoring (or growing) the relationship.
- 2) If the conflict is not resolved after a one-on-one meeting, bring a neutral third-party (i.e., a Friend from the community, a housemate, etc.) with you to follow up.
- 3) If the conflict cannot be resolved in this manner, bring the issue to the house community.
- 4) If the conflict cannot be resolved despite the community's involvement, alert QVS staff so that they may intervene.

There are a few exceptions to this process. QVS staff will intervene immediately if there is ever physical violence in the house, threat of violence (to oneself or others), or if the conflict is preventing either party from fulfilling their QVS commitments.

Resources for organizing your community are available in the resource library:

<https://qvslibrary.wordpress.com/texts/community-living/>

PHYSICAL AND MENTAL HEALTH ISSUES

QVS Fellows sometimes experience challenges related to their physical, emotional, and mental health that can make it difficult to participate fully in work, community and/or the QVS program. It is imperative that you communicate openly with QVS staff as to your needs so that we can work actively to support you, including helping you to contact local doctors

and therapists in advance. Our hope is that your QVS house community will be a place that you feel safe to share some of these concerns openly and honestly with your housemates, even if this is sometimes messy and complicated.

Please contact your city coordinator or the Director of Operations to seek help with medical or mental health issues you may encounter during your year.

NON-HARASSMENT POLICY

QVS does not tolerate discrimination or harassment of any kind.

Harassment includes, but is not limited to, epithets, slurs, jokes, or other verbal or physical conduct relating to an individual's ethnicity, race, creed, religion, culture, national origin, disability, color, gender, pregnancy, age, economic class, marital status, family relationship, gender identity, gender expression, sexual orientation, or service in the uniformed services, or any other classification protected by federal, state or local law. Harassment also includes sexual advances, requests for sexual favors, unwelcome or offensive touching and other verbal, graphic, or physical conduct, or electronic communications (including e-mail) of a sexual nature involving either members of the same sex or opposite sex.

If you feel you are the target of discrimination or harassment of any form, whether at work, at home in your community, at Quaker meeting, or in the neighborhood, please immediately notify your city coordinator. Additionally, if you notice someone else behaving inappropriately or if you suspect a housemate is being discriminated against or harassed but not reporting it, please share that concern with your city coordinator and/or Oskar Castro, Director of Community and Inclusion. If your concern is about a QVS city coordinator, please immediately notify QVS Executive Director Christina Repoley (christina@quakervoluntaryservice.org, 404-840-3005).

QVS will listen to all complaints of harassment or discrimination, promptly investigate such complaints, and quickly apply appropriate sanctions that will end any offensive behavior. If it is determined that harassment or discrimination has occurred, the Organization will also take appropriate disciplinary action, up to and including discharge of the offending party. Complaints of harassment or discrimination will be kept confidential to the extent possible. Fellows are required to cooperate fully with any investigation of harassment or discrimination.

QVS will not retaliate against any Fellow because of complaints of harassment or discrimination or because of cooperation with any investigation. Any Fellow who believes retaliation has resulted from either the reporting of a complaint of harassment or discrimination or from participation in an investigation of such allegations should immediately report this to the city coordinator or the Executive Director.

Fellows who harass others may be immediately asked to leave QVS or the premises of the Fellow's site placement, and the fellowship relationship with QVS may be terminated.

NO VIOLENCE

Acts or threats of violence (including intimidating behavior, verbal or physical harassment, and/or coercion) which involve or affect QVS's Fellows, staff, or anyone else will not be tolerated. QVS does not allow fighting, threatening words, or conduct. Nor do we allow the possession of weapons of any kind on QVS premises. Violation of this policy may lead to the termination of the Fellow relationship with QVS.

All Fellows are encouraged and have an obligation to report any incidents of threats or acts of physical violence to the city coordinator – regardless of the whether the violence is directed at the Fellow or at others. If it would be inappropriate to report to the city coordinator, please immediately notify QVS Executive Director Christina Repoley (christina@quakervoluntaryservice.org, 404-840-3005).

CONFIDENTIALITY AND PUBLICITY

CONFIDENTIALITY AND QVS

As a QVS Fellow, in addition to learning information about QVS and related to the business and operations of the site placements with which you work, you will have the privilege to hear the stories and witness the lives of the people with whom you work, including both employees and clients served by the site placement organizations. You may learn things of a highly personal and confidential nature. With this work and privilege comes your responsibility to understand the scope of confidentiality and your obligation to maintain complete confidentiality in accordance with your site placement organization's guidelines.

It is important to understand that all forms of communication (written, oral, electronic) are included in the obligation to maintain the confidentiality of information. Be conscious of this as you discuss your work with community members, family and friends, neighbors, and others, through face-to-face conversations, email, phone calls, blogs, chatting online, etc. You also may not be permitted to take pictures or videos of agency clients or others at your workplace. Please take time to understand the policies of your site placement organization around confidentiality, and to ensure that confidential information is not disclosed during or after your engagement with QVS.

INTERNET COMMUNICATIONS AND QVS

QVS recognizes that the internet provides unique opportunities to participate in interactive discussions and share information on particular topics using a wide variety of social media, such as Facebook, Twitter, LinkedIn, Instagram, blogs, and wikis, and that QVS Fellows will engage in forms of social media. QVS Fellows are personally responsible for what they communicate in social media. Remember that what is published may be available to be read by law enforcement officials and the general public (including QVS and the site placement organization, future employers and social acquaintances) for a long time. Carefully consider what you choose to post and how that may impact your relationships and professional development.

Unless social media activity is at the behest of QVS or the site placement organization in the performance of job duties, QVS Fellows should make it clear in any social media activity that what is being said is being said on their own behalf in their individual capacity. Write in the first person and use personal e-mail addresses when communicating via social media. Never post anonymously to social media sites when your post could be attributed to QVS, the site placement organization, customers, clients, business partners, suppliers, vendors or other stakeholders. Anonymous posts can be traced back to the original sender's e-mail address. If you are posting on any social media site (including blogs) to endorse or recommend QVS or any of its services, you must disclose your affiliation with QVS.

Use good judgment about what is posted and remember that anything said can reflect on QVS, even with a disclaimer. Always strive to be accurate in communications about QVS, and remember that statements have the potential to result in liability for you or for QVS. QVS encourages professionalism and honesty in social media and other communications.

PUBLICITY

All QVS Fellows are asked to sign a publicity release giving QVS permission to use your appearance and name in QVS publications, press releases, on our website, Facebook, Instagram feed, Twitter, or in other materials related to the QVS program. This is an online release form. Here is the language of the release for reference:

As a member of the Quaker Voluntary Service (QVS) program, I irrevocably grant and convey to QVS, without limitations, all right, title and interest in any and all images taken of me during my activities with QVS including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings. I give my permission to QVS to use my image in photographs and my name in any QVS publications, press releases, website, Facebook page, or other materials related to the QVS program. I also understand that under no circumstances am I to receive any additional monies or ask for any additional monies if my image or name is used.

DRUG AND ALCOHOL POLICY

Quaker Voluntary Service opposes the illegal use and abuse of alcohol and drugs. Because of the serious problems related to the misuse of alcoholic beverages and illicit drugs, and because this practice can harm an individual's effectiveness in their placement and their ability to live in community in a healthy way, QVS will not tolerate the misuse of alcoholic

beverages and illicit drugs. QVS urges all Fellows to use mature judgment and social responsibility when making decisions about using alcohol or drugs. Additionally, we ask that you remain sensitive to the needs of community with respect to alcohol and drug use. Your community will need to come up with your own agreements about what feels healthy and comfortable to each of you. For example, if a community member is sober, you will need to be sensitive to their needs.

1. Offenses on QVS Property

QVS Fellows are prohibited from unlawfully manufacturing, distributing, dispensing, possessing or using drugs on property owned or leased by QVS, including the QVS house. QVS further prohibits the misuse of drugs including but not limited to narcotics, depressants, stimulants and hallucinogens whether criminalized or not. Fellows are 21 years of age and so legally allowed to consume alcohol. Excessive use of alcohol that may adversely affect a QVS Fellow's job performance or community life is not acceptable.

2. Offenses Off QVS Property

Unlawful manufacture, distribution, dispensing, possession, or use of drugs, or excessive use of alcohol that may adversely affect a Fellow's job performance or reflect unfavorably upon public or governmental confidence in the manner in which QVS carries out its activities, is prohibited. Fellows must comply with the rules and regulations regarding alcohol consumption of any facility used for QVS-sponsored activities. Fellows must comply with state and federal laws regarding the consumption of alcohol.

3. Assistance

QVS staff will help Fellows locate resources for drug and alcohol abuse or addiction, but QVS staff and local support people are not trained substance abuse counselors. While QVS encourages Fellows to get help for alcohol and drug abuse or addiction, QVS also reserves the right to determine if a Fellow can continue in the program, regardless of treatment.

4. Disciplinary Action

QVS will take action with Fellows who violate these policies. These actions may include verbal or written warnings, a probationary period to examine behavior, and dismissal from QVS. The actions taken will be determined by the QVS Executive Director in consultation with local QVS staff, support committee members, and the QVS Board.

CONFLICTS OF INTEREST

QVS Fellows should avoid any activity, agreement, business investment or interest, or other situation which could be construed as a conflict with QVS's best interests, or which give the appearance of taking money, merchandise, or services from agencies or vendors of QVS for personal gain.

Good judgment should prevent the possibility of a conflict of interest arising. If a Fellow engages in any activity or transaction which might cause a conflict between personal and organizational interests, however, information about that potential conflict must be disclosed in advance to the city coordinator.

FINANCIAL AND ADMINISTRATIVE INFORMATION

FUNDRAISING

Like most yearlong service programs, you are asked to raise a portion of your living expenses for your year with QVS. It costs QVS approximately \$25,000 per year per Fellow to cover housing, living expenses, insurance, training, retreats, conferences and events, and staff support. You are expected to raise at least \$2,000 of that total cost in order to participate. You are required to have a portion, but not all, of the money raised before the year begins. We offer support and suggestions for how to accomplish this, so please do not let this requirement be a barrier to full participation in the year. [This document](#) provides guidance about fundraising, including a sample fundraising letter for you to customize and send to your network of friends and family.

LIVING EXPENSES

QVS Fellows will be provided with housing and utilities. In addition to all housing and utility costs, QVS Fellows receive a monthly:

- Public transit pass.
- Food allowance that should be pooled within your community. In the past, some Fellows have chosen to apply for and receive SNAP benefits (food stamps) in lieu of the QVS food allowance. That decision is up to you and your community members but must be communicated with QVS staff.
- \$125 personal stipend to use as you need/want.

These items will be given to you prior to the beginning of each month. Stipends will be provided in the form of a check or as electronic funds deposited directly into your bank account. You must save all of your food receipts for your food/grocery allowance and turn those receipts in to the QVS Director of Operations at the end of each month. Houses usually assign one person to collect and submit all food receipts for the month on behalf of the house.

In addition to the monthly stipend, QVS offers a \$500 exit stipend upon successful completion of the full QVS year. We also offer support to defer or reduce student loans (and limited financial assistance for loan payments when deferment is not possible). If you are interested in our support with loans, please make sure to bring/know your FAFSA login information for National Orientation.

EXPENSE REIMBURSEMENT

QVS will reimburse Fellows for certain expenses such as travel to conferences, other program-related expenses, and in-network prescription or doctor's visit co-pays (up to a maximum amount to be determined on an individual basis).

If possible, you should gain verbal approval from your site coordinator before making a purchase for which you would like to be reimbursed. Reimbursement requests should be submitted within 10 days of incurring the expense and must be accompanied by a receipt and the appropriate reimbursement form. Links to detailed instructions and forms are here:

[Instructions](#)
[Form](#)

In the event your transit pass is lost or stolen, QVS will replace the pass at no cost to you for the first incident of loss/theft. Any additional incidents of transportation pass loss/theft will be your financial responsibility.

NO PAYMENT FOR WORK

It is important for the equality and integrity of the QVS program that all agency placements follow the same compensation guidelines and not pay QVS Fellows anything directly for work performed as part of their job description.

TAXES

As a QVS Fellow, you are not an employee of either your site placement organization or of QVS. You are considered a volunteer, and we will issue you a 1099 to report your volunteer stipend at the end of each calendar year. Only the \$125/month personal stipend is considered reportable income.

HOUSING ISSUES

QVS staff will pay all rent and utilities (including internet) on time each month. You are responsible for securing your own property and taking appropriate precautions to avoid theft or loss of property. Given the nature of the housing situation as well as QVS' value of a simple lifestyle, consideration should be taken in bringing goods of significant value to this community. You may not have pets in QVS housing. QVS Fellows are responsible for mowing the grass, snow removal, and other upkeep of the property, unless otherwise notified. If your house experiences maintenance issues or has other needs, please communicate in a timely manner with your landlord, and alert your city coordinator as soon as possible. You should communicate with your city coordinator about what kinds of issues he or she would like for you to handle directly with the landlord and what kinds of issues staff will handle.

NATURE OF RESIDENCY

QVS retains the right of full access to its property and may search or enter it from time to time without further notice. QVS may also authorize a Local Support Committee (LSC) member to enter the property.

QVS Fellows are tenants at will at the pleasure of QVS. Compliance with QVS policies in this handbook is a condition of residency in a QVS house. In the event of termination from the QVS fellowship relationship, QVS reserves the right to request the Fellow vacate the community house immediately.

SMOKING

You may not smoke in the QVS house. This restriction applies to cigarettes, e-cigarettes, cigars, pipes, and smokeless tobacco (“dip”). When at a site placement, Fellows should conform to the site placement client’s restrictions (if any) regarding smoking.

RELOCATING EXPENSES

QVS Fellows are responsible for the cost of getting to the QVS orientation in Philadelphia on September 3, 2017. Any shipping of items to your QVS house is your responsibility, and we encourage you to pack lightly. Once Fellows have reached orientation, QVS will cover costs for you to travel to your QVS city, and will pay luggage fees for two bags. If you relocate at the end of your QVS year, you (not QVS) are responsible for those costs. We discourage you from bringing a car but if you plan to, please communicate with your city coordinator about this.

HEALTH INSURANCE

It is important that you have health insurance during your year with QVS. If you are 26 years or younger, you are able to remain on a parent’s insurance plan. If for any reason, you are unable to remain on your parent’s insurance, QVS will facilitate access to basic coverage. QVS does not provide access to dental insurance, but we may be able to reimburse you for limited dental expenses if necessary.

Providing you choose in-network health care providers, QVS will reimburse co-pays and prescription expenses during the year, regardless of your insurance carrier. Your city coordinator will work with you to help acquire insurance if you are not able to provide it through other means.

WORK INFORMATION

EXPECTED WORK TIME AND QVS DAYS

QVS Fellows are expected to work at their site placement agency from the first week of September until the end of July. QVS Fellows are expected to work 40 hours per week, and to be punctual and reliable in performing their work responsibilities. Adherence to all workplace policies of the site placement agency, including but not limited to conduct policies, confidentiality policies, policies related to interaction with clients, leave policies, dress code, and emergency procedures, is required. Every other week you will participate in a QVS Day, which is considered part of your work time and professional development. If you have a possible conflict with a QVS Day, you must check in with your city coordinator to determine whether or not it will be possible to miss the day. At least two evenings each week should be reserved for QVS community activities.

WORK MADE FOR HIRE AND ASSIGNMENT

In connection with their duties, a Fellow may create certain works on behalf of QVS or the site placement agency that may be copyrighted under the laws of the United States. To the extent that any such works are created, a QVS Fellow will be considered to have created a work made for hire as defined in 17 USC Section 101, and QVS or the site placement agency shall have the sole right to the copyright. In the event that any work created by a Fellow does not qualify as a work for hire, for any reason, the Fellow agrees to assign without limitations, all of his or her rights, title and interest in the work to QVS or the site placement agency. This includes, but is not limited to, any royalties, proceeds, or other benefits derived from such works created including photographs or recordings.

VACATION LEAVE, SICK LEAVE, AND HOLIDAYS

QVS Fellows and staff will all take November 23 and 24, 2017 and December 22-1, 2017 – January 1, 2018 off work and the QVS program. In addition to that time, Fellows will receive at least 6 days of vacation leave from their site placement agency. Fellows may use vacation leave at any point during the year, as long as their absence from work is negotiated in advance for a time mutually agreeable to the agency.

Sick leave and holidays in addition to Christmas break will be given to the QVS Fellow in accordance with site placement agency policy. Be sure to orient yourself to your site placement's sick leave policy, and that you give appropriate notice to the site placement agency, under the agency's policies, of any time you must be absent from work. The QVS Fellow should have all holidays off that are given to agency employees. If either Fellows or agencies experience any concerns about sick leave and holidays, they should speak to QVS staff promptly.

QUAKER CONFERENCES

In addition to sick leave, vacation leave, and holidays, QVS Fellows will receive two days of Quaker Development Leave for attending conferences or yearly meeting annual sessions. You can coordinate this with your supervisor as well as your city coordinator. Some of these happen early in the year, so don't procrastinate deciding which, if any, you want to participate in. QVS will cover the cost of registration and travel to and from one conference.

If you attend a conference, we ask that you commit to writing a blog post reflecting on your experience to be shared on our website within two weeks of your return.

Examples of approved conferences:

- Friends of Jesus Fellowship's twice annual Gathering
- Friends Committee on National Legislation Annual Meeting
- School of the Spirit Contemplative Retreats
- Friends for Lesbian, Gay, Bisexual, Transgender and Queer Concerns Midwinter Gathering
- Friends Committee on National Legislation Spring Lobby Weekend (focus on young adults)
- Young Adult Friends Conference (YAFCon) at Pendle Hill
- Friends General Conference Gathering (**additional financial support required)
- Local Yearly Meetings
- White Privilege Conference
- Quaker Spring
- Pacific Northwest Quaker Women's Theology Conference (Portland Fellows only)
- Friends World Committee for Consultation gatherings (depending on location and timing)
- Friends United Meeting Stoking the Fire or Triennial conference (depending on location and timing)

EVALUATION

There will be regular evaluation meetings during the year between the service site supervisor, QVS Fellow, and QVS staff. The first will occur in the late fall. The purpose of this evaluation meeting is to make sure that Fellows know how well they are doing in their new positions and whether they are meeting agency needs and expectations. It provides an early opportunity to make adjustments in work performance or job descriptions. There will also be opportunities for evaluation partway through the year and a final evaluation at the end of the year.

RECRUITING

We may occasionally ask Fellows to assist in spreading the word about QVS by representing us at college career fairs and other outreach events. In the event you are asked to participate in recruiting, QVS staff will work with your site placement to arrange for time off in addition to your regular vacation days.

VISAS

QVS welcomes applicants from outside the United States; however, it is the Fellow's, and not QVS' responsibility to obtain a visa which will allow them to work for the full service year. International Fellows are responsible for ensuring compliance with all visa requirements, deadlines, and regulations. QVS will provide documentation attesting to the Fellow residents' US address and work placement address once those addresses have been determined. The QVS Fellow must communicate any special needs, such as early leave due to visa constraints, to their site supervisor in a timely manner.

RESIGNATION OR DISMISSAL

QVS Fellows are not employees of QVS. Fellows are free to terminate their fellowship relationship with QVS at will at any time, with or without cause. Similarly, QVS reserves the right to terminate a fellowship relationship at will at any time for any reason not prohibited by law, with or without prior notice or cause. We request that Fellows communicate with their city coordinators if they have any concerns about their ability to complete the year. Once a fellowship is terminated, the Fellow shall no longer receive housing, stipend, or transportation benefits, and will cease working at their site placement.

The Fellow may be asked to leave the QVS program should they be unable to fulfill the responsibilities laid out in this handbook, at the discretion of QVS staff. Staff will make every attempt to work out a plan to address concerns before removing a Fellow from the program.

The following are unacceptable and are grounds for dismissal from the QVS program:

- Failure to fulfill position description provided by service site agency; failure to comply with agency's policies and procedures.
 - Full-time studies or part time studies that hinder Fellow from full participation in QVS.
 - Irresponsible or excessive use of alcohol, marijuana, or other substances.
 - Possession, distribution or use of illegal drugs on QVS property or while on QVS business.
 - Any other criminal conduct.
 - Not participating in QVS Days, retreats, and community life.
 - Making false or misleading statements to QVS, or refusing to provide requested information in a timely manner.
 - Making slanderous statements about QVS, the Agency or their employees or clients.
 - Theft or destruction of QVS property or the property of other employees, Fellows, or others helping or working with QVS.
 - Abusing, threatening, or intimidating employees, other Fellows, or others helping or doing business with QVS.
 - Fighting, gambling or engaging in horseplay on QVS property.
 - Sexual or other harassment or discrimination.
 - Unauthorized disclosure of confidential information.
 - Any behavior that QVS deems detrimental to the welfare of the QVS community, the Agency, or QVS.
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ACKNOWLEDGMENT

I understand that that the purpose of this handbook is to provide QVS Fellows with general information regarding policies and procedures QVS attempts to follow in most cases. I also understand that because of the nature of QVS's operations and the variations inherent in individual situations, the policies and procedures set out in these policies may not apply to every situation. I understand that under no circumstances are the policies and procedures contained in this handbook to be considered promises by QVS. I understand and acknowledge that QVS may, in its sole discretion, interpret, modify, revise, delete, or add to any of the policies or procedures contained in this handbook. I understand that QVS may do this at any time, with or without notice and that QVS's decisions in this regard will be final.

Please complete the new Fellow intake form and acknowledgement of policies electronically here:

<http://www.quakervoluntaryservice.org/intake-forms/>.

CONTACT INFO

Headquarters in Atlanta:

info@quakervoluntaryservice.org
404-600-1128
Fax: 404-624-5299
PO Box 8240, Atlanta, GA 31106 (Mailing)
1026 Ponce De Leon Ave NE, Atlanta, GA 30306
(Physical)

Executive Director: Christina Repoley

404-840-3005
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Director of Operations: Lee Anne McGaha

713-208-7102
leeanne@quakervoluntaryservice.org

Atlanta Coordinator: Liz Nicholson

765-914-6197
liz@quakervoluntaryservice.org

Boston Coordinator: Hilary Burgin

978-760-0116
hilary@quakervoluntaryservice.org

Director of Community & Inclusion/Philadelphia Coordinator: Oskar Castro

267-266-8745
oskar@quakervoluntaryservice.org

Portland Coordinator: Sarah Klatt-Dickerson

503-545-7779
sarah@quakervoluntaryservice.org

Atlanta House

atlantahouse@quakervoluntaryservice.org
Address: 1136 Hawthorne St NE, Atlanta, GA 30307

Atlanta Friends Meeting

Atlanta Friends Meeting, 701 West Howard Ave
Decatur GA 30030
404-377-2474
afmquakers@hotmail.com
Office Coordinator: Jonah McDonald

Philadelphia House

philadelphiahouse@quakervoluntaryservice.org
106 West Tulpehocken St
Philadelphia PA 19144

Philadelphia Meeting Houses

Green Street Meeting
45 West School House Lane, Philadelphia PA 19144
(267) 285-0553

secretary@greenstreetfriendsmeeting.org

Germantown Monthly Meeting
47 West Coulter St., Philadelphia PA 19144
(215) 951-2235
gmm@germantownfriends.org

Portland House

portlandhouse@quakervoluntaryservice.org
1502 SE 84th Ave Portland, OR 97216

Portland Meeting Houses

Bridge City Friends Meeting
701 SE Grand Ave, Portland, OR 97214
(503) 987-0495

Multnomah Monthly Meeting
4312 S.E. Stark Street, Portland, Oregon 97215
(503) 232-2822
hearthkeeper@multnomahfriends.org

Reedwood Friends Church
2901 SE Steele Street, Portland, OR 97202
(503) 234.5017
capi@reedwood.org

West Hills Friends Church
7425 SW 52nd Ave, Portland, OR 97219
(503) 246-7654
office@westhillsfriends.org
Primary Contact: Mike Huber
mike@westhillsfriends.org
(503) 680-6717

Boston House

bostonhouse@quakervoluntaryservice.org
68 Bailey Street, Dorchester, MA 02124

Boston Meeting House

Friends Meeting at Cambridge
5 Longfellow Park, Cambridge, MA 02138
(617) 876-6883
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