



Volunteering 101 at OUTMemphis



Orientation Roadmap

- Outcomes
- Introduction to OUTMemphis
 - Facility Tour
 - Meet the Staff
- BREAK
- Volunteer Roles
 - Participation Requirements and Additional Training
 - Expectations and LGBTQ 101
 - Volunteer Portal Overview
 - Volunteer Handbook
 - Incentives and Evaluations
- BREAK
- Phone-Answering Tips
- Closing
- Questions



Introductions

- Preferred name and pronouns
- What brings you to OUTMemphis?
- What's been the highlight and lowlight of your week?



Orientation Outcomes

1. Learn what OUTMemphis stands for, our programs/services, and who we serve.
2. Understand and agree to requirements, expectations, policies and procedures for all volunteers.
3. Be familiar with volunteer resources like the portal and handbook.
4. Develop an understanding of cultural sensitivity and LGBTQ+ 101 informed support.



Welcome to OUTMemphis!!



Regardless of how we identify as individuals, we all seek a world where we can live openly, honestly and authentically. Wherever you are on your journey to being fully and authentically who you are, whether you are fully OUT or not, OUTMemphis supports you!



Mission: OUTMemphis **empowers, connects, educates, and advocates** for the LGBTQ+ community of the Mid-South.

Vision: Lesbian, gay, bisexual, and transgender individuals live in a world where **everyone has equal rights, and is safe, respected, and celebrated.**



How is this Achieved?



YOUTH EMERGENCY CENTER
THE METAMORPHOSIS PROJECT

2055 SOUTHERN AVE
MEMPHIS, TN 38104

COMMUNITY CENTER
PROGRAMS & SERVICES

892 S COOPER
MEMPHIS, TN 38104

ADMINISTRATIVE
& DONATION CENTER

832 VIRGINIA RUN CV
MEMPHIS, TN 38122

3 Facilities

18+ Staff Members

25+ Programs and Services



Meet the Staff!

Leadership



Molly Quinn
She/her/hers
Executive Director



Neal Holmes
he/him/his
Deputy Director



Becky Hall
She/her/hers
Finance Director



Meet the Staff!

Development and Communications



Shira Grant
She/her/hers
Development and
Communications Manager



Kab Browley
He/him/his
Communications
Coordinator

Jeremy Andrews
He/him/his
Director of Development



Meet the Staff!

Cooper Community Center



Alex Hauptman
He/him/his
Trans Services Manager



Jenna Dunn
She/her/hers
Trans Services Specialist



Jenieya Peterson
She/her/hers
Sexual Health Specialist



Anu Iyer
She/they
Volunteer Coordinator



Meet the Staff!

Metamorphosis Project



Kelsey Olive
She/her/hers
Lead Case Manager



Joshua Hall
He/him/his
YEC Director



Natalie Richmond
She/her/hers
Operations Manager

OUR ORGANIZATIONAL VALUES

ESTABLISHED 2020

We show leadership for the LGBTQ+ community.

We work together and understand our purpose.

We hold a standard of integrity and humility.

We pursue equity and inclusion as we serve others.

We take responsibility for our legacy and strive for a better future.

We recover from our mistakes.

We welcome newcomers.

We celebrate with pride.



Any Questions?



Facilities Tour

At each facility, do you know...

- Where the front and back entrances are?
- Where the bathroom is?
- The check-in protocol for visitors?
- Who to report to for your role?
- Where to store confidential documents?
- Where to retrieve blank paperwork?



BREAK TIME



VRC: Admin Office & Donation Center

- Executive Director
- Deputy Director
- Director of Finance and Operations
- Development & Communications Manager
- Communications Coordinator
- **Donation Center & B'OUTique**

CC: Cooper Community Center

- **HIV Testing & PrEP Counseling**
- **OUTlast** & Name Change Fund
- Trans ID Workshop
- **Resource referrals & peer support**
- Virtual T & Trans Services
- **Senior Services**
- Sin Buscar/Sin Pelos
- **PRYSM**
- Seeking Serenity
- HOPE Spirituality Group
- Trainings/OUTReach
- Pride and Principles
- With a Common Bond
- **More Social/Support Groups**
- **Sexual Wellness Committee**
- **Trans Advisory Board**

Metamorphosis: Youth Emergency Center

- **Youth Emergency Services**
- Rapid-Rehousing
- Case Management
- **Resource referrals & Peer Support**
- **LifeHacks & Community Events**
- Youth Action Board
- **Gen Q**
- Dorms



OUTMemphis Volunteer Roles

Event Support

- Donation Center Volunteer (VRC)
- Special Event Volunteer

Program Support

- Day/Night Chair
 - Cooper
 - YEC
- OUTlast Volunteer
- Peer Group Facilitator

Professional Support

- IT Support
- Internships
- Special Project Assistance
- LifeHacks Classes
- HIV Tester

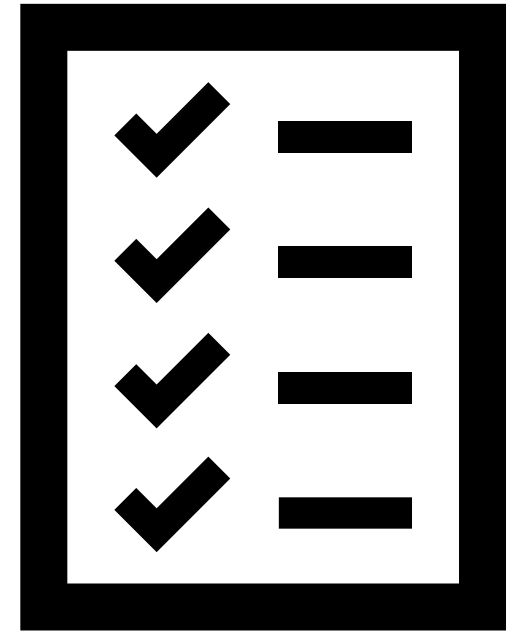


Participation Requirements

- ☐ Registration
- ☐ Background Check (for direct service roles)
- ☐ Liability Waiver & Confidentiality Agreement
- ☐ Photo Release Form
- ☐ Youth Interaction Form
- ☐ Building Policy

- ☐ Intern Assessment Form and Clinical Internship Affiliation Agreement (for social work interns only)

- ☐ COVID Liability Waiver and Vaccine Card or Negative COVID Test
 - ☐ COVID Test Submission:
 - ☐ 1/month for a weekly volunteer (e.g., day chair or peer facilitator)
 - ☐ 48 hrs before an event (e.g., special events or more than a month apart from previous shift)



Participation Requirements

- Orientation Attendance
 - YAY! You're here!
- Additional trainings for frequent volunteers, peer facilitators, and clinical interns:
 - first-aid/CPR
 - Narcan
 - Suicide Prevention
 - De-Escalation
 - Harassment and DEI



Volunteer Expectations

- A commitment of at least **10 service hours** within the year following orientation
- An understanding and sensitivity towards the issues affecting gay, lesbian, bisexual, transgender, asexual, intersex, and questioning youth and adults
- An understanding and sensitivity towards issues affecting black and brown queer and/or transgender individuals living in the Mid-South
 - HIV, homelessness, overincarceration, sex work, family conflicts



Volunteer Expectations Cont'd:
Cultural Humility
LGBTQ+ Terminology
Fundamentals of De-Escalation



Cultural Humility

- Life-long commitment to self-evaluation and self-critique
- Fix power imbalances
- Maintain a non-judgmental attitude
- Develop relationships or partnerships with people and groups who advocate for others



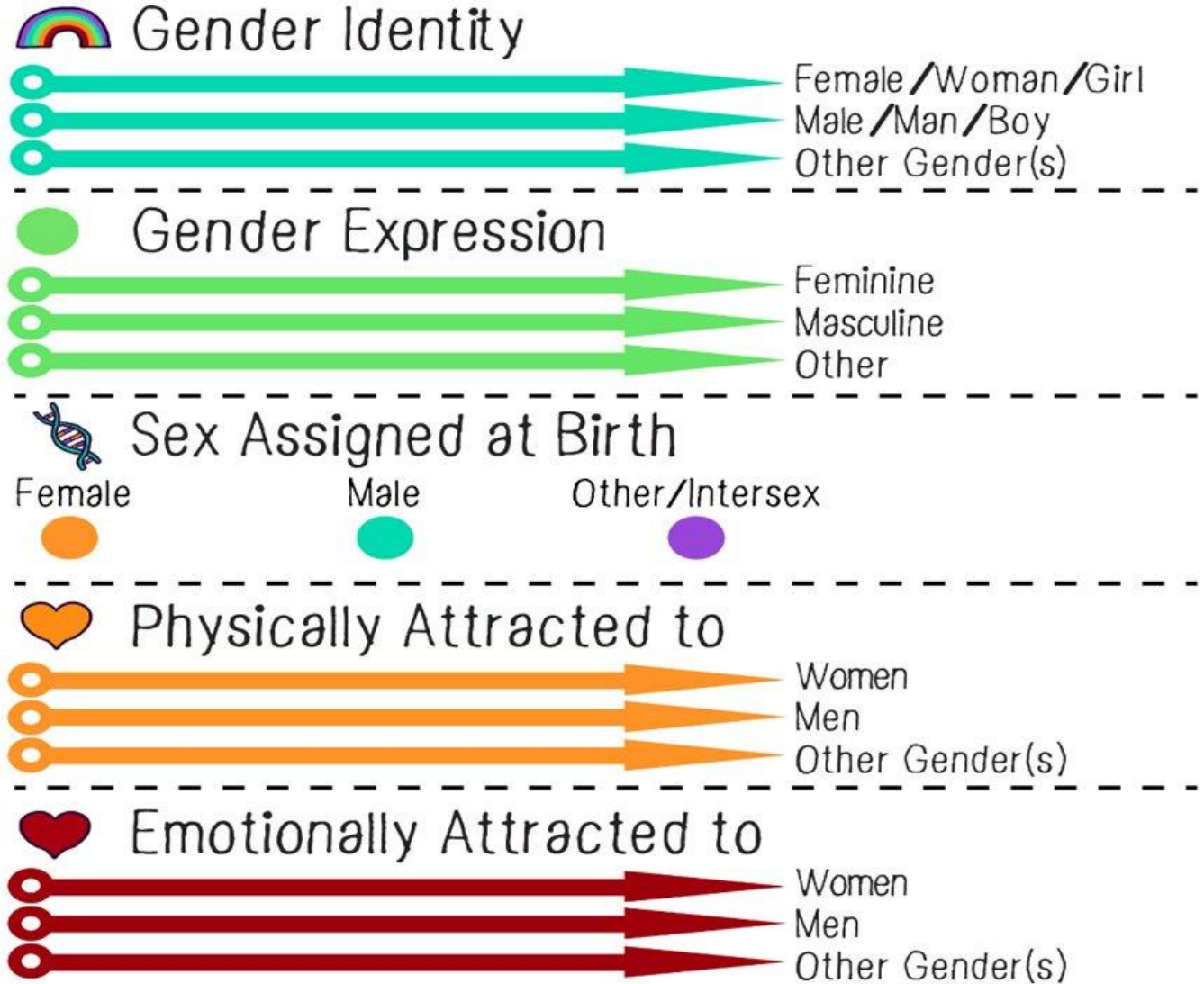
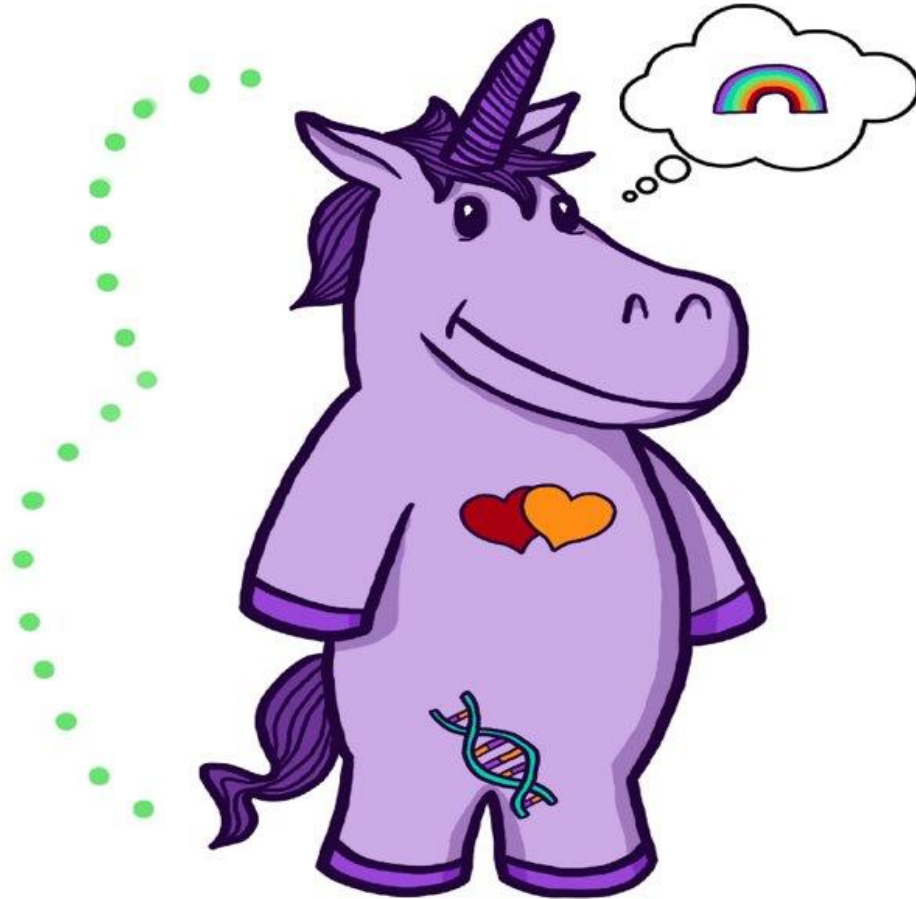
Cultural Competency vs Cultural Humility

- Knowledge
 - Training
 - Believes there is "competence" in a culture other than one's own
 - Supports the myth that cultures are monolithic
 - Based in academic knowledge rather than lived experience
 - Believes professionals can be "certified" in culture
- Introspection
 - Co-learning
 - Learning with and from each other
 - There is no end result, which can be uncomfortable to sit with
 - An appreciation of the journey of growth and understanding
 - Mutually beneficial relationship; exchange of trust and vulnerability




The Gender Unicorn

Graphic by:
TSER
Trans Student Educational Resources



To learn more, go to:
www.transstudent.org/gender

Design by Landyn Pan and Anna Moore

Boy/Man	A person who identifies as a boy or man.
Girl/Woman	A person who identifies as a girl or woman.
Cisgender	A person whose gender identity, gender expression, and assigned sex at birth align (e.g., man, masculine, and male). (Sometimes the shortened “cis” is used).
Transgender	An umbrella term used to describe people who are not cisgender, who have a gender identity different than their sex assigned at birth. (Sometimes the shortened "trans" is used.)
Transgender Boy/Man	An individual assigned female at birth and identifies as a boy or man. (Other terms used may include: trans guy, trans man, trans boy, or boi.)
Transgender Girl/Woman	An individual assigned male at birth and identifies as a girl or woman. (Other terms used may include: trans woman or trans girl.)
Genderqueer / Non-Binary / Gender Non-Conforming / Gender Expansive / Gender Diverse	<p>Terms used to describe people whose gender falls outside of the woman/man gender binary. Includes individuals who identify as both a boy/man and a girl/woman, or as neither a boy/man nor a girl/woman. Individuals in this group may or may not identify with the term “transgender.”</p> 

	Asexual	Someone who does not experience sexual attraction. Distinct from celibacy, which is a conscious choice, asexuality is an intrinsic aspect of an asexual person. Just as sexually active individuals have emotional needs, so do asexual individuals. A person who is asexual may experience romantic attraction to others. (Other terms used include: Ace.)
	Bisexual	Someone who experiences sexual, romantic, physical, and/or spiritual attraction to people of their own gender as well as toward another gender. (sometimes shortened to “bi”)
	Gay	A term used to describe (trans or cis) boys/men who are attracted to (trans or cis) boys/men, but often used and embraced by people with other gender identities to describe their same-gender attractions and relationships as well. Often referred to as ‘homosexual,’ though this term is no longer used by the majority of people with same-gender attractions.
	Lesbian	Used to describe (trans or cis) girls/women who are attracted to (trans or cis) girls/women. Often referred to as ‘homosexual,’ though this term is no longer used by the majority of women with same-gender attractions.
	Pansexual	Someone who experiences sexual, romantic, physical, and/or spiritual attraction to members of all gender identities/expressions. Although pansexual is similar to bisexual, individuals who use the term “pansexual” often prefer it because it does not reinforce the woman/man gender binary inherent in the term “bisexual.”
	Queer	Historically a derogatory term used against LGBTQ people, it has been embraced and reclaimed by LGBTQ communities. Queer is often used to represent all individuals who identify outside of other categories of sexual and gender identity. Queer may also be used by an individual who feels as though other sexual or gender identity labels do not adequately describe their experience.
	Straight	A (trans or cis) boy/man or (trans or cis) girl/woman who is attracted to people of the other binary gender than themselves. Often referred to as heterosexual.

Scenario

Skylar identifies as a transgender woman and opens up to *her* co-workers about *her* trans identity. Shortly after, a few co-workers begin referring to *Skylar* as he and mister, and begin asking questions about if *she's* had the “sex change”.

- Identify potential consequences for Skylar
- Identify potential consequences for her co-workers
- How can the workplace resolve this issue? (Various solutions)

10 Things You're Actually Saying When You Ignore Someone's Gender Pronouns:

1. I know you better than you know yourself.
2. I would rather hurt you repeatedly than change the way I speak about you.
3. Your sense of safety is not important to me.
4. Your identity isn't real and shouldn't be acknowledged.
5. I want to teach everyone around me to disrespect you.
6. Offending you is fine if it makes me feel more comfortable.
7. I can hear you talking, but I'm not really listening.
8. Being who you truly are is an inconvenience to me.
9. I would prefer it if you stopped being honest with me.
10. I am not an ally, a friend, or someone you can trust.

When talking about a visitor, avoid pronouns or other gender-specific terms. Use the visitor’s name, and use it in place of pronouns. Never refer to someone as “it.”	<p>“Your visitor is here in the lobby.” “Max is here for a 3 o’clock meeting.”</p> <p>Avoid gender-specific language like "sir" or "ma'am"</p>
Politely ask if you are unsure about anyone's name or pronouns used.	<p>“What name would you like us to use, and what are your pronouns?”</p> <p>“I would like to be respectful—how would you like to be addressed?”</p>
Ask respectfully about names if they do not match in your records.	<p>“Could your records be under another name?” “What is the name on your insurance?”</p>
Did you goof? Politely apologize.	<p>I did not mean to use the wrong pronoun and disrespect you. How would you like for me to refer to you?”</p>
Only ask information that is necessary for providing care, HR purposes, or customer satisfaction	<p>Ask yourself: What do I know? What do I need to know? How can I ask in a sensitive way?</p> <p>Someone's journey with transitioning (medical, legal, and social processes) are at their discretion to share and should not be asked about unless necessary for providing care</p>

Key Concepts in De-Escalation

- Personal Safety and Spatial Awareness
 - Remember that you're a part of our team, ask for help if you need it
 - Engage in your own coping/relaxation and prosocial skills
 - Try not to take the behaviors of participants personally
- Notice Signs of Acting Out/Escalation
 - Physical aggression, sexual violence, or destruction of property
 - Threats to hurt oneself or others
- Understanding Triggers
 - Loss/grief, trauma, mental health issues, low tolerance for stress

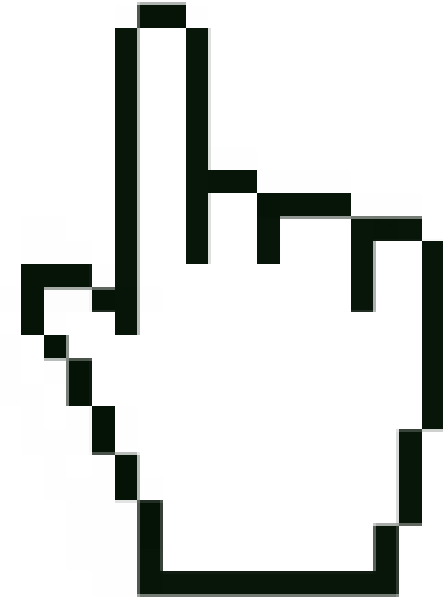


Volunteer Portal Overview



Volunteer Resources

- Volunteer Handbook
- Phone Answering Guide
- Dress Code
- Code of Ethics
- Safety and Civility



Incentives and Evaluations

- Initial screening through registration
 - Interests and Skills
- Stipends for facilitators
- Incentives and small thank-yous for volunteers
- Volunteer feedback
 - Provide comments and rate your volunteer experience!

Thank
You

BREAK TIME



Front Desk Tips and FAQ

- Try to answer the phone whenever it rings, but don't feel bad if you miss a call
- Greet the caller with some form of "thanks for calling OUTMemphis, this is the community center/youth emergency center/etc"
- Most questions about our services and resource referrals can be answered through the website, the resource referral list, and pamphlets on the front desk
 - Don't hesitate to put a caller on hold to find the most accurate and updated information
- If the call is for a particular staff member, ask to take a message and be sure to note the caller's name and phone number
- If you are unsure of how to answer a caller's question or request, take their contact information and let them know that a staff member will call back shortly; pass the message on to whoever is working in the building



Closing Statements



Questions?

Contact information:

Anu Iyer, Volunteer Coordinator

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