



# **BREAKING THE CHAINS**

## *Volunteer/Intern Handbook*

*“Providing hope, healing, and  
restoration to lives impacted by human-  
trafficking”*

BREAKING THE CHAINS | P.O. Box 9751 Fresno, CA 93794 | 559-559-492-1566

Your Primary Contact is:  
Jennifer Duarte – 559-492-1566 ext. 102

# We need you!

“Your time and dedication is what makes the real difference!”

Working with survivors of human trafficking is an opportunity to make a long lasting impact in the lives of some of the most amazing participants and children you will ever meet. These incredible individuals have survived ordeals that most could not even fathom; now, they have begun the arduous journey of healing and restoration! We welcome you to walk alongside these amazing individuals by becoming a BTC impact partner and/or healing companion.

## **OUR MISSION:**

*“Providing hope, healing, and restoration  
to lives impacted by human-trafficking”*

Following this orientation, you should have a better idea of who we are and our vision for this community. If at that time or any time in the future you decide that this would be a healthy time investment, please feel free to detach and fill out the form located at the back of this handbook.

## **BTC STAFF**

|                       |                                    |
|-----------------------|------------------------------------|
| Debra Rush            | Founder/Chief Executive Officer    |
| Tiffany Apodaca       | Founder/Chief Financial Officer    |
| Kasey Iapichino       | Juvenile/transitional Case Manager |
| Jackelyn Zavala       | Non-Residential Case Manager       |
| Jennifer Duarte       | HR/Accounting                      |
| Sarai Holland         | Parlier Campus Program Manager     |
| Jacqui Flores Cardona | Residential Case Manager           |
| Cindi Lawrence        | ER Services Case Manager           |
| Malissa Schartoff     | Safe House Manager                 |
| Alexis Jaime          | Safe House Manager                 |
| Shalon Fane           | Safe House Manager                 |
| Bernadette Aganza     | Safe House Supervisor              |

## **BTC Board of Directors**

|                   |  |
|-------------------|--|
| Don Eskes         | President  |
| Vacant            | Vice President   |
| Richard Herrinton | Treasurer/Fiscal Expert                                  |
| Sandra Carnahan   | Secretary/Halycon Behavioral Health                      |
| Miiko Anderson    | Fresno County District Attorney                          |
| Darius Assemi     | Granville Homes  |
| Soyla Griffin     | Valley Health Team President/CEO                         |
| Mark Salazar      | Fresno Police Deputy Chief                               |
| Nick Yovino Sr.   | Retired City of Fresno Planning and Development Director |
| Paco Balderrama   | Fresno Police Chief                                      |

## **What is...** **Breaking the Chains?**

Breaking the Chains (BTC), is a 501(c) 3, Community-Based Organization that provides comprehensive trauma informed residential and non-residential care to adult and juvenile survivors of human-trafficking. BTC also assists with HT advocacy and policy insight. Breaking the Chains will serve the greater Fresno area by collaborating with local law enforcement agencies to combat human-trafficking in the Central San Joaquin Valley.

## **Our Services**

Breaking the Chains serves victims who are trying to break free from human trafficking within our community. We provide the following residential and non-residential services in addition to relocation services that are on a law enforcement referral basis to those in immediate need:

- **Case Management**  
We provide both residential and non-residential clients with counseling services, AOD services, and life skills mentoring opportunities with licensed and certified professionals.
- **Non-Residential**  
We provide weekly support groups, trauma care, and case management, educational and employment services to all lives impacted by human trafficking.
- **Safe House**  
We provide a 6-bed long-term facility for participants in a secure, confidential location.
- **ER Services/Shelter/Impact Center**  
We work with local and national law enforcement to provide participants with a safe, secure, and speedy exit from human trafficking. In most high-risk cases, this can include relocation to another area or immediate confidential shelter services.
- **Advocacy:**  
We advocate on behalf of human-trafficking survivors through community awareness activities and political platforms. We are committed to restoring and rebuilding lives through collaborative community support. Stand with us today!

## **Expectations:**

Support these participants by volunteering your time. We need dedicated individuals who can offer their special gifts and educational backgrounds. Your decision to volunteer here at BTC is appreciated, and we want to make sure that the expectations of your role as a volunteer/employee are clearly defined.

**Based upon your designated position within BTC, job duties performed on site include but are not limited to the following:**

- Ensure that BTC rules and program guidelines are followed and that there is consistency rather than individual interpretation of the rules.
- Overall community supervision.
- Distribute items to residents as needed.
- Maintain accurate records for all residents, to include remarks on personal and behavioral conduct and overall supervision of residents' conduct.
- Oversee stock and operation of the home.
- Coordinate activities of residents, to include church and group attendance, as well as coordinating special activities.
- Transport residents to various activities.
- Event coordination and execution.
- Event site hosting and table management.
- Technology adaptation and installation.
- Database maintenance.
- Class facilitation.
- Art & therapy related art projects.
- Health & wellness activities.
- Grounds maintenance.
- Facility maintenance.
- Staff support.

**Please also keep in mind that these are subject to change and that we are always open to new ideas and areas of expansion. If you have new ideas, please just let us know!**



## **DIRECT SERVICE GUIDELINES**

Breaking the chains has set some boundaries and guidelines that will guide volunteers and advocates to know the behaviors and actions that we deem appropriate and inappropriate.

### **DON'TS**

- Outside gifts are discouraged; please see the appropriate case manager **first** if you have any items that you would like to donate or give specifically to the client.
- No borrowing or loaning.
- Don't rely on the clients to uphold or set boundaries.
- Don't ask inappropriate questions, this includes questions about their stories as it pertains to their trafficking and/or previous trauma.
- Don't feel the need to answer all of their questions. Sometimes they are inappropriate, and this could cause more harm than help. Please refer them to staff.
- Don't get easily offended. Personalization is a barrier to connection.
- Don't be a detective. Inform a staff member if you have concerns.
- Don't give out your personal information.
- Don't share your personal junk. Remember, they need our help and they cannot process their own junk yet, so they definitely cannot process yours.
- Do not evangelize. These participants are coming from a variety of backgrounds, and we want to be respectful of that. If they would like to know more about your beliefs, please contact staff and we can go from there.

## **DO'S**

- Celebrate their gifts, talents, and successes.
- Keep your commitment to them.
- Know your limits.
- Take this as an opportunity to figure out your own gifts and talents.
- Understand that time is the greatest gift.
- Talk to us about new ideas.
- Promote unity with our vision and with the staff.
- Lead by example. "Their rules are your rules."
- Follow the schedule.
- Embrace "I don't know."

## **POLICIES & PROCEDURES**

### **CONFIDENTIALITY**

Because of the nature of our cliental, we have a zero tolerance confidentiality policy. This means that it is strictly prohibited to discuss any information in regard to our program, safe house, residents, and clients, both current and previous, in any way, shape, form, or fashion outside of current BTC staff members. This includes with other volunteers and individuals who may be associated with BTC. Staff members are listed on the first page of this manual. Additionally, we do not allow any unauthorized photographs or pictures to be taken of our program or clients.

### **PROHIBITED ITEMS**

- No weapons of any kind.
- No outside food or beverages.
- No purses or backpacks. Please lock them in your vehicle.

### **DRESS CODE**

- No provocative apparel
- No strapless shirts

- Shorts must be within 6" of the knee.
- No inappropriate items can be displayed, i.e. alcohol, drugs, foul language, nudity.
- Nothing that can be connected to gang affiliations.
- Any and all apparel is subject to staff approval based on the current temperament of the house.



## **SAFETY PROCEDURES**

If an incident occurs, no matter how slight, please see a staff member and fill out an incident report.

All fire exits and emergency equipment are marked and available in case of an emergency.

Please familiarize yourself with the emergency exit plan that is posted and located in each room.

In case of an emergency, please dial 911 immediately. After the appropriate first responders have been contacted, please call Tiffany or Debra 24/7 at 559-492-1566.

### **YOU ARE BEING WATCHED**

There is no expectation of privacy. Our facility is audio and video monitored by the Fresno Police Department and Safeco Security 24/7.

### **IN CONCLUSION**

We are very grateful for your heart to serve our participants. If there is anything that we can do to assist you, please feel free to contact us anytime at 559-492-1566.



## **YOUR COMMITMENT**

This specific population has experienced a significant amount of disappointment throughout their lives, especially when it comes to those who were entrusted to love and protect them. This is why we would truly like to go over the commitment that is required as a BTC Impact Volunteer.

- Do not make promises!
- They need to know that they can count on you; your word is your bond with them.
- Accept them for who they are and where they are at.
- Make sure that your commitment is reasonable and attainable.
- No Judgement.
- I can, and I will follow all of the direct service guidelines.

These commitments are going to allow the client to be able to grow freely in a healthy and safe environment. We appreciate your dedication, and we know that together we can break their chains!



SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

**(Your signature indicates that you understand all of the rules and polices stated above.)**

**CONTACT INFORMATION**

Name: \_\_\_\_\_

Email: \_\_\_\_\_

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

DL# \_\_\_\_\_

Have you ever been convicted of a crime? (Y) (N)

If yes, please explain \_\_\_\_\_  
\_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Marital Status: \_\_\_\_\_

Gender: \_\_\_\_\_ Do you have a degree? (Y) (N) Please List \_\_\_\_\_

Area of Interest:  
\_\_\_\_\_  
\_\_\_\_\_

Gifts & Talents:  
\_\_\_\_\_  
\_\_\_\_\_

**Emergency Contact Information**

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_